

***Annual Riverside Citizen Survey***  
***Measuring the Performance of Government Services***

**Data Report**  
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# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## City and Neighborhood Livability

In general, how would you rate the streets in your neighborhood in **cleanliness**?

**# of surveys  
returned**

	Excellent	Good	Fair	Poor	Don't know	Not available	
	143	555	255	70	1	1	1025
	14%	54%	25%	7%	0%	0%	100%

### Zip Codes

92501	12%	33%	47%	8%	0%	0%	51
92503	7%	57%	30%	6%	0%	0%	190
92504	13%	55%	22%	10%	0%	0%	184
92505	6%	44%	41%	8%	0%	0%	109
92506	19%	61%	14%	5%	0%	0%	308
92507	9%	51%	31%	7%	1%	0%	108
92508	31%	52%	14%	3%	0%	0%	71

### Gender

Male	15%	53%	27%	5%	0%	0%	442
Female	13%	55%	24%	7%	0%	0%	564

### Ethnicity

African American	14%	54%	23%	9%	0%	0%	35
Asian/Pacific	22%	31%	33%	11%	0%	3%	36
Native American	11%	44%	33%	11%	0%	0%	18
White	15%	56%	23%	6%	0%	0%	705
Hispanic	8%	55%	30%	7%	1%	0%	161
Other	11%	48%	22%	19%	0%	0%	27

### Age

Up to 34	13%	47%	28%	11%	0%	1%	133
35-44	15%	51%	27%	7%	0%	0%	218
45-59	15%	58%	22%	5%	0%	0%	350
60 & over	12%	57%	26%	5%	0%	0%	313

### Education

Up to high school	7%	54%	30%	9%	1%	0%	182
Some college	11%	54%	28%	6%	0%	0%	308
Two-year degree	17%	54%	26%	4%	0%	0%	149
Bachelor's degree	18%	50%	23%	10%	0%	0%	151
Graduate school	20%	59%	17%	5%	0%	0%	205

### Income

Under \$25,000	9%	53%	31%	7%	1%	0%	91
\$25,000-\$49,999	11%	51%	26%	12%	0%	0%	238
\$50,000-\$74,999	14%	58%	24%	5%	0%	0%	251
\$75,000-\$149,999	18%	56%	23%	4%	0%	0%	277
\$150,000 or more	26%	46%	22%	4%	0%	2%	50

### Years in Riverside

Up to 5	17%	54%	20%	9%	0%	0%	148
5 to 10 years	12%	52%	30%	5%	0%	0%	92
10-15 years	16%	54%	26%	4%	0%	0%	112
More than 15 yrs.	13%	55%	25%	7%	0%	0%	665

### Have Children

Yes	13%	57%	22%	8%	0%	0%	413
No	15%	52%	28%	5%	0%	0%	579

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## City and Neighborhood Livability

In general, how would you rate the streets in your neighborhood in **traffic congestion**?

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know	Not available	
102	382	312	198	5	0	999
10%	38%	31%	20%	1%	0%	100%

### Zip Codes

92501	6%	44%	34%	16%	0%	0%	50
92503	9%	40%	29%	22%	0%	0%	184
92504	6%	38%	39%	17%	1%	0%	181
92505	10%	48%	27%	15%	0%	0%	105
92506	14%	35%	32%	18%	1%	0%	301
92507	10%	42%	27%	20%	1%	0%	103
92508	10%	24%	27%	39%	0%	0%	71

### Gender

Male	11%	39%	30%	20%	0%	0%	433
Female	10%	38%	32%	20%	1%	0%	549

### Ethnicity

African American	9%	34%	47%	9%	0%	0%	32
Asian/Pacific	11%	43%	29%	14%	3%	0%	35
Native American	11%	33%	28%	28%	0%	0%	18
White	11%	40%	29%	19%	0%	0%	687
Hispanic	4%	39%	34%	22%	1%	0%	158
Other	19%	23%	50%	8%	0%	0%	26

### Age

Up to 34	12%	39%	31%	17%	1%	0%	132
35-44	7%	37%	37%	20%	0%	0%	215
45-59	13%	39%	25%	23%	0%	0%	337
60 & over	9%	39%	35%	17%	1%	0%	304

### Education

Up to high school	10%	42%	28%	19%	1%	0%	175
Some college	7%	42%	32%	19%	1%	0%	303
Two-year degree	9%	34%	33%	24%	0%	0%	148
Bachelor's degree	13%	36%	30%	20%	1%	0%	149
Graduate school	14%	37%	33%	16%	0%	0%	196

### Income

Under \$25,000	10%	40%	34%	14%	1%	0%	87
\$25,000-\$49,999	8%	37%	34%	21%	1%	0%	234
\$50,000-\$74,999	9%	37%	37%	17%	0%	0%	244
\$75,000-\$149,999	13%	40%	24%	22%	0%	0%	273
\$150,000 or more	18%	34%	30%	18%	0%	0%	50

### Years in Riverside

Up to 5	15%	40%	31%	14%	0%	0%	144
5 to 10 years	9%	46%	27%	18%	1%	0%	90
10-15 years	9%	38%	35%	19%	0%	0%	112
More than 15 yrs.	10%	37%	31%	21%	1%	0%	645

### Have Children

Yes	9%	35%	34%	21%	0%	0%	405
No	11%	41%	29%	19%	1%	0%	562

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## City and Neighborhood Livability

In general, how would you rate the streets in your neighborhood in **traffic speed enforcement?**

**# of surveys  
returned**

	Excellent	Good	Fair	Poor	Don't know	Not available	
	79	380	253	248	39	0	999
	8%	38%	25%	25%	4%	0%	100%

### Zip Codes

92501	4%	35%	22%	33%	6%	0%	49
92503	7%	37%	25%	27%	4%	0%	187
92504	5%	44%	27%	23%	2%	0%	181
92505	7%	39%	23%	27%	4%	0%	103
92506	10%	36%	26%	23%	5%	0%	299
92507	7%	39%	25%	25%	5%	0%	106
92508	13%	34%	28%	24%	1%	0%	71

### Gender

Male	9%	37%	25%	27%	2%	0%	431
Female	7%	40%	25%	23%	5%	0%	550

### Ethnicity

African American	12%	45%	18%	21%	3%	0%	33
Asian/Pacific	14%	32%	24%	24%	5%	0%	37
Native American	18%	18%	24%	41%	0%	0%	17
White	8%	37%	26%	24%	5%	0%	688
Hispanic	5%	45%	25%	23%	3%	0%	155
Other	15%	46%	23%	15%	0%	0%	26

### Age

Up to 34	11%	33%	31%	21%	5%	0%	132
35-44	10%	44%	19%	26%	1%	0%	215
45-59	8%	38%	23%	26%	4%	0%	337
60 & over	5%	37%	30%	23%	5%	0%	304

### Education

Up to high school	7%	42%	25%	23%	3%	0%	174
Some college	6%	39%	27%	24%	5%	0%	304
Two-year degree	7%	41%	26%	24%	2%	0%	145
Bachelor's degree	10%	33%	20%	31%	5%	0%	147
Graduate school	12%	36%	27%	23%	4%	0%	200

### Income

Under \$25,000	6%	36%	30%	23%	6%	0%	87
\$25,000-\$49,999	7%	39%	24%	24%	7%	0%	229
\$50,000-\$74,999	7%	39%	26%	24%	3%	0%	247
\$75,000-\$149,999	10%	40%	25%	23%	3%	0%	274
\$150,000 or more	18%	39%	14%	24%	4%	0%	49

### Years in Riverside

Up to 5	10%	37%	27%	20%	6%	0%	143
5 to 10 years	8%	44%	21%	25%	2%	0%	87
10-15 years	9%	41%	25%	24%	1%	0%	111
More than 15 yrs.	7%	37%	25%	26%	4%	0%	650

### Have Children

Yes	9%	40%	25%	23%	2%	0%	407
No	7%	38%	25%	26%	5%	0%	559

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## City and Neighborhood Livability

In general, how would you rate the streets in your neighborhood in **condition of sidewalks?**

**# of surveys  
returned**

	Excellent	Good	Fair	Poor	Don't know	Not available	
	111	446	259	111	15	65	1007
	11%	44%	26%	11%	1%	6%	100%

### Zip Codes

92501	13%	28%	32%	17%	2%	9%	47
92503	8%	45%	28%	14%	1%	4%	189
92504	8%	47%	26%	14%	3%	4%	184
92505	4%	40%	29%	10%	2%	16%	105
92506	12%	45%	24%	10%	1%	9%	302
92507	8%	49%	34%	11%	1%	3%	106
92508	41%	48%	10%	1%	0%	0%	71

### Gender

Male	13%	42%	27%	10%	1%	7%	435
Female	10%	47%	24%	12%	2%	6%	554

### Ethnicity

African American	3%	50%	24%	15%	3%	6%	34
Asian/Pacific	14%	49%	22%	5%	3%	8%	37
Native American	12%	29%	29%	29%	0%	0%	17
White	13%	46%	25%	8%	1%	7%	691
Hispanic	6%	39%	32%	17%	2%	4%	157
Other	12%	42%	23%	15%	0%	8%	26

### Age

Up to 34	13%	39%	30%	11%	1%	6%	132
35-44	10%	47%	22%	14%	0%	5%	215
45-59	13%	45%	26%	9%	1%	6%	342
60 & over	9%	45%	26%	10%	3%	8%	306

### Education

Up to high school	9%	42%	26%	15%	2%	6%	176
Some college	8%	46%	26%	13%	2%	6%	304
Two-year degree	11%	44%	22%	14%	1%	7%	148
Bachelor's degree	14%	44%	28%	7%	0%	7%	149
Graduate school	16%	45%	26%	5%	1%	6%	202

### Income

Under \$25,000	7%	43%	26%	16%	3%	5%	87
\$25,000-\$49,999	9%	38%	26%	17%	2%	8%	234
\$50,000-\$74,999	13%	44%	28%	9%	2%	4%	252
\$75,000-\$149,999	14%	49%	25%	6%	1%	6%	272
\$150,000 or more	16%	41%	27%	4%	2%	10%	49

### Years in Riverside

Up to 5	15%	42%	22%	12%	2%	8%	144
5 to 10 years	12%	33%	34%	12%	1%	9%	92
10-15 years	14%	52%	20%	10%	1%	4%	111
More than 15 yrs.	10%	45%	26%	10%	2%	6%	651

### Have Children

Yes	11%	44%	27%	13%	0%	5%	410
No	11%	45%	25%	9%	2%	7%	563

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## City and Neighborhood Livability

In general, how would you rate the streets in your neighborhood in **signal lights**?

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know	Not available	
158	563	127	32	7	112	999
16%	56%	13%	3%	1%	11%	100%

### Zip Codes

92501	10%	51%	16%	4%	0%	20%	51
92503	13%	54%	17%	5%	2%	10%	186
92504	14%	60%	10%	3%	0%	13%	182
92505	12%	65%	9%	2%	0%	11%	106
92506	18%	55%	11%	2%	1%	12%	298
92507	14%	56%	15%	5%	0%	10%	101
92508	34%	48%	14%	1%	0%	3%	71

### Gender

Male	19%	53%	12%	4%	1%	12%	433
Female	14%	59%	13%	3%	1%	10%	547

### Ethnicity

African American	32%	41%	18%	0%	0%	9%	34
Asian/Pacific	14%	51%	27%	0%	0%	8%	37
Native American	6%	56%	17%	11%	6%	6%	18
White	17%	58%	8%	4%	1%	13%	683
Hispanic	9%	59%	23%	2%	1%	6%	158
Other	12%	60%	12%	0%	0%	16%	25

### Age

Up to 34	19%	50%	17%	2%	0%	12%	133
35-44	17%	60%	14%	3%	1%	6%	217
45-59	16%	54%	14%	4%	0%	11%	340
60 & over	14%	59%	8%	3%	1%	15%	297

### Education

Up to high school	11%	63%	10%	5%	2%	11%	176
Some college	14%	58%	13%	4%	1%	11%	304
Two-year degree	21%	52%	15%	2%	0%	10%	146
Bachelor's degree	18%	51%	18%	1%	0%	11%	148
Graduate school	18%	56%	9%	3%	1%	14%	198

### Income

Under \$25,000	14%	66%	7%	3%	2%	8%	87
\$25,000-\$49,999	15%	49%	15%	5%	0%	16%	234
\$50,000-\$74,999	15%	57%	17%	1%	0%	10%	248
\$75,000-\$149,999	19%	57%	10%	3%	1%	10%	269
\$150,000 or more	15%	56%	8%	4%	2%	15%	48

### Years in Riverside

Up to 5	18%	56%	13%	2%	1%	9%	142
5 to 10 years	16%	55%	12%	4%	1%	11%	92
10-15 years	21%	52%	17%	4%	0%	6%	113
More than 15 yrs.	15%	57%	12%	3%	1%	13%	644

### Have Children

Yes	16%	59%	14%	3%	0%	7%	410
No	15%	55%	11%	3%	1%	14%	556



# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## City and Neighborhood Livability

In general, how would you rate the streets in your neighborhood in **street lighting**?

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know	Not available	
188	562	179	77	0	6	1012
19%	56%	18%	8%	0%	1%	100%

### Zip Codes

92501	22%	43%	25%	10%	0%	0%	51
92503	12%	58%	19%	11%	0%	1%	190
92504	14%	56%	21%	8%	0%	1%	182
92505	9%	64%	19%	9%	0%	0%	105
92506	24%	56%	15%	4%	0%	1%	303
92507	19%	54%	14%	12%	0%	1%	107
92508	39%	46%	13%	1%	0%	0%	71

### Gender

Male	24%	54%	16%	5%	0%	0%	439
Female	15%	57%	19%	9%	0%	1%	556

### Ethnicity

African American	24%	38%	21%	18%	0%	0%	34
Asian/Pacific	14%	49%	27%	11%	0%	0%	37
Native American	11%	44%	28%	17%	0%	0%	18
White	21%	58%	16%	4%	0%	1%	697
Hispanic	10%	59%	19%	12%	0%	0%	158
Other	12%	52%	16%	20%	0%	0%	25

### Age

Up to 34	17%	48%	21%	14%	0%	0%	132
35-44	17%	51%	22%	10%	0%	0%	218
45-59	17%	57%	18%	6%	0%	1%	343
60 & over	22%	62%	13%	3%	0%	0%	308

### Education

Up to high school	13%	67%	13%	7%	0%	0%	176
Some college	17%	50%	21%	11%	0%	1%	310
Two-year degree	18%	52%	22%	9%	0%	0%	147
Bachelor's degree	22%	52%	19%	6%	0%	1%	149
Graduate school	23%	61%	13%	1%	0%	1%	203

### Income

Under \$25,000	17%	58%	17%	9%	0%	0%	90
\$25,000-\$49,999	17%	50%	19%	12%	0%	0%	236
\$50,000-\$74,999	16%	59%	20%	6%	0%	0%	250
\$75,000-\$149,999	23%	57%	16%	3%	1%	0%	274
\$150,000 or more	20%	48%	20%	8%	4%	0%	50

### Years in Riverside

Up to 5	20%	46%	19%	15%	0%	1%	143
5 to 10 years	17%	52%	18%	11%	0%	1%	92
10-15 years	15%	59%	21%	4%	0%	0%	113
More than 15 yrs.	19%	58%	17%	6%	0%	1%	657

### Have Children

Yes	16%	54%	21%	10%	0%	0%	411
No	21%	58%	16%	5%	0%	1%	568

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## City and Neighborhood Livability

In general, how would you rate the streets in your neighborhood in **rideability/smoothness?**

**# of surveys  
returned**

	Excellent	Good	Fair	Poor	Don't know	Not available	
	88	450	297	157	9	0	1001
	9%	45%	30%	16%	1%	0%	100%

### Zip Codes

92501	6%	37%	37%	18%	2%	0%	49
92503	4%	43%	31%	22%	1%	0%	185
92504	4%	53%	26%	17%	1%	0%	179
92505	8%	39%	32%	20%	2%	0%	106
92506	10%	46%	31%	13%	1%	0%	301
92507	12%	42%	31%	12%	2%	0%	106
92508	27%	48%	20%	6%	0%	0%	71

### Gender

Male	9%	45%	29%	17%	0%	0%	432
Female	8%	46%	30%	15%	2%	0%	550

### Ethnicity

African American	6%	50%	26%	15%	3%	0%	34
Asian/Pacific	11%	49%	30%	8%	3%	0%	37
Native American	6%	24%	53%	18%	0%	0%	17
White	10%	45%	29%	16%	0%	0%	687
Hispanic	4%	51%	28%	15%	2%	0%	156
Other	4%	42%	31%	19%	4%	0%	26

### Age

Up to 34	14%	41%	24%	20%	0%	0%	133
35-44	9%	41%	33%	15%	1%	0%	217
45-59	9%	47%	30%	13%	1%	0%	336
60 & over	5%	48%	29%	17%	1%	0%	303

### Education

Up to high school	7%	48%	28%	16%	2%	0%	174
Some college	9%	43%	31%	17%	0%	0%	303
Two-year degree	8%	42%	31%	18%	1%	0%	147
Bachelor's degree	10%	42%	30%	18%	0%	0%	149
Graduate school	10%	50%	28%	11%	2%	0%	199

### Income

Under \$25,000	9%	39%	29%	20%	3%	0%	87
\$25,000-\$49,999	7%	45%	27%	20%	0%	0%	234
\$50,000-\$74,999	8%	47%	28%	16%	1%	0%	249
\$75,000-\$149,999	12%	46%	32%	10%	0%	0%	268
\$150,000 or more	12%	44%	30%	14%	0%	0%	50

### Years in Riverside

Up to 5	13%	40%	28%	17%	1%	0%	144
5 to 10 years	11%	41%	37%	11%	0%	0%	91
10-15 years	11%	50%	29%	9%	2%	0%	111
More than 15 yrs.	7%	46%	29%	17%	1%	0%	646

### Have Children

Yes	10%	44%	29%	17%	0%	0%	409
No	8%	46%	30%	14%	1%	0%	558

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## City and Neighborhood Livability

(Is) **property maintenance (free of litter)** a major problem, minor problem, or no problem in your neighborhood **# of surveys returned**

	Major Problem	Minor Problem	No Problem	Don't know	
	118	430	470	4	1022
	12%	42%	46%	0%	100%

### Zip Codes

92501	17%	56%	27%	0%	52
92503	12%	50%	38%	1%	189
92504	17%	42%	41%	1%	186
92505	13%	50%	37%	0%	108
92506	5%	34%	60%	0%	305
92507	22%	39%	38%	1%	109
92508	1%	35%	62%	1%	69

### Gender

Male	11%	44%	45%	0%	438
Female	12%	40%	47%	1%	564

### Ethnicity

African American	24%	30%	45%	0%	33
Asian/Pacific	11%	35%	54%	0%	37
Native American	17%	44%	39%	0%	18
White	10%	40%	50%	0%	703
Hispanic	13%	56%	30%	1%	159
Other	19%	19%	63%	0%	27

### Age

Up to 34	17%	40%	43%	1%	133
35-44	11%	42%	47%	0%	217
45-59	9%	46%	45%	0%	348
60 & over	13%	39%	47%	0%	312

### Education

Up to high school	14%	44%	41%	1%	180
Some college	11%	43%	45%	0%	310
Two-year degree	15%	40%	46%	0%	149
Bachelor's degree	10%	42%	48%	0%	149
Graduate school	9%	40%	51%	0%	205

### Income

Under \$25,000	16%	41%	42%	1%	88
\$25,000-\$49,999	16%	47%	37%	1%	238
\$50,000-\$74,999	10%	43%	47%	0%	254
\$75,000-\$149,999	8%	39%	54%	0%	275
\$150,000 or more	8%	40%	52%	0%	50

### Years in Riverside

Up to 5	11%	42%	46%	1%	146
5 to 10 years	10%	43%	47%	0%	93
10-15 years	6%	41%	52%	0%	111
More than 15 yrs.	13%	42%	45%	0%	663

### Have Children

Yes	11%	43%	46%	0%	414
No	12%	42%	46%	1%	574

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## City and Neighborhood Livability

Are vacant lots full of weeds a major problem, minor problem, or no problem in your neighborhood

# of surveys  
returned

Major Problem	Minor Problem	No Problem	Don't know
150	292	544	25
15%	29%	54%	2%

1011  
100%

### Zip Codes

92501	35%	27%	37%	0%	51
92503	18%	30%	49%	3%	188
92504	15%	28%	51%	5%	184
92505	18%	38%	42%	3%	106
92506	9%	21%	69%	2%	303
92507	18%	35%	47%	0%	105
92508	9%	36%	53%	3%	70

### Gender

Male	11%	32%	55%	2%	432
Female	18%	26%	53%	3%	559

### Ethnicity

African American	26%	24%	47%	3%	34
Asian/Pacific	15%	30%	52%	3%	33
Native American	17%	33%	44%	6%	18
White	11%	28%	58%	2%	696
Hispanic	24%	36%	39%	2%	157
Other	30%	15%	52%	4%	27

### Age

Up to 34	22%	34%	42%	2%	132
35-44	13%	34%	51%	1%	216
45-59	15%	28%	55%	2%	345
60 & over	11%	25%	59%	4%	306

### Education

Up to high school	15%	26%	57%	2%	175
Some college	13%	33%	50%	4%	308
Two-year degree	18%	25%	54%	3%	150
Bachelor's degree	17%	25%	56%	1%	149
Graduate school	12%	33%	54%	1%	203

### Income

Under \$25,000	20%	26%	51%	3%	86
\$25,000-\$49,999	18%	28%	53%	2%	236
\$50,000-\$74,999	13%	29%	56%	2%	252
\$75,000-\$149,999	12%	33%	52%	3%	274
\$150,000 or more	12%	35%	53%	0%	49

### Years in Riverside

Up to 5	21%	36%	41%	2%	146
5 to 10 years	16%	33%	47%	3%	93
10-15 years	14%	30%	55%	2%	111
More than 15 yrs.	13%	27%	58%	2%	653

### Have Children

Yes	17%	32%	49%	1%	412
No	12%	28%	57%	3%	566

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## City and Neighborhood Livability

Are **stray animals** a major problem, minor problem, or no problem in your neighborhood

**# of surveys  
returned**

Major Problem	Minor Problem	No Problem	Don't know
107	345	556	17
10%	34%	54%	2%

1025  
100%

### Zip Codes

92501	27%	31%	39%	2%	51
92503	8%	41%	49%	2%	190
92504	12%	36%	49%	2%	186
92505	8%	45%	44%	3%	108
92506	8%	25%	66%	1%	306
92507	16%	33%	50%	1%	109
92508	4%	30%	65%	1%	71

### Gender

Male	9%	36%	54%	1%	440
Female	11%	32%	55%	2%	565

### Ethnicity

African American	18%	29%	50%	3%	34
Asian/Pacific	5%	43%	46%	5%	37
Native American	11%	44%	44%	0%	18
White	9%	33%	56%	1%	705
Hispanic	16%	31%	51%	2%	159
Other	11%	19%	63%	7%	27

### Age

Up to 34	18%	32%	48%	2%	133
35-44	11%	33%	55%	1%	217
45-59	10%	37%	51%	2%	348
60 & over	7%	32%	59%	2%	315

### Education

Up to high school	9%	36%	54%	1%	179
Some college	12%	32%	54%	2%	310
Two-year degree	13%	37%	49%	1%	150
Bachelor's degree	9%	35%	54%	3%	150
Graduate school	8%	30%	60%	2%	206

### Income

Under \$25,000	9%	37%	53%	1%	90
\$25,000-\$49,999	13%	35%	49%	3%	237
\$50,000-\$74,999	11%	34%	55%	1%	253
\$75,000-\$149,999	6%	34%	58%	1%	277
\$150,000 or more	12%	26%	62%	0%	50

### Years in Riverside

Up to 5	14%	34%	51%	2%	146
5 to 10 years	15%	34%	51%	0%	93
10-15 years	8%	35%	55%	3%	113
More than 15 yrs.	9%	33%	56%	2%	664

### Have Children

Yes	11%	38%	50%	1%	414
No	10%	31%	57%	2%	577

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## City and Neighborhood Livability

Are **inoperable vehicles** a major problem, minor problem, or no problem in your neighborhood

**# of surveys  
returned**

Major Problem	Minor Problem	No Problem	Don't know
85	308	604	25
8%	30%	59%	2%

1022  
100%

### Zip Codes

92501	4%	31%	63%	2%	51
92503	10%	34%	53%	3%	191
92504	14%	31%	53%	2%	185
92505	11%	41%	44%	4%	107
92506	5%	19%	73%	3%	306
92507	6%	40%	54%	0%	107
92508	7%	28%	63%	1%	71

### Gender

Male	9%	28%	62%	2%	441
Female	8%	31%	57%	3%	561

### Ethnicity

African American	6%	57%	34%	3%	35
Asian/Pacific	11%	24%	62%	3%	37
Native American	11%	44%	39%	6%	18
White	8%	27%	63%	2%	704
Hispanic	10%	38%	50%	2%	157
Other	8%	15%	69%	8%	26

### Age

Up to 34	7%	39%	52%	2%	133
35-44	8%	33%	57%	2%	215
45-59	7%	29%	62%	2%	350
60 & over	10%	27%	60%	4%	312

### Education

Up to high school	11%	41%	46%	2%	179
Some college	7%	30%	60%	3%	310
Two-year degree	8%	25%	63%	3%	150
Bachelor's degree	11%	23%	64%	3%	150
Graduate school	5%	31%	62%	2%	204

### Income

Under \$25,000	9%	39%	49%	2%	89
\$25,000-\$49,999	9%	35%	51%	5%	236
\$50,000-\$74,999	9%	30%	59%	2%	253
\$75,000-\$149,999	6%	25%	68%	1%	276
\$150,000 or more	4%	32%	64%	0%	50

### Years in Riverside

Up to 5	5%	37%	55%	3%	147
5 to 10 years	9%	28%	61%	2%	92
10-15 years	5%	35%	58%	3%	113
More than 15 yrs.	9%	28%	60%	2%	661

### Have Children

Yes	8%	32%	58%	2%	411
No	9%	29%	60%	3%	578

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## City and Neighborhood Livability

(Is) **graffiti** a major problem, minor problem, or no problem in your neighborhood

**# of surveys  
returned**

Major Problem	Minor Problem	No Problem	Don't know
67	376	568	11
7%	37%	56%	1%

1022  
100%

### Zip Codes

92501	12%	38%	50%	0%	52
92503	10%	49%	40%	1%	189
92504	8%	36%	55%	1%	184
92505	6%	46%	44%	3%	108
92506	5%	24%	71%	1%	307
92507	6%	36%	55%	3%	107
92508	1%	46%	52%	0%	71

### Gender

Male	6%	37%	56%	1%	441
Female	7%	37%	55%	1%	561

### Ethnicity

African American	15%	32%	53%	0%	34
Asian/Pacific	3%	38%	57%	3%	37
Native American	11%	33%	50%	6%	18
White	5%	37%	57%	1%	703
Hispanic	10%	37%	52%	1%	159
Other	11%	22%	63%	4%	27

### Age

Up to 34	11%	37%	51%	1%	133
35-44	5%	44%	50%	0%	218
45-59	6%	38%	55%	1%	348
60 & over	6%	30%	62%	2%	311

### Education

Up to high school	7%	37%	54%	2%	180
Some college	5%	40%	54%	1%	308
Two-year degree	11%	39%	50%	1%	150
Bachelor's degree	6%	34%	59%	1%	150
Graduate school	7%	32%	61%	0%	206

### Income

Under \$25,000	11%	33%	53%	2%	90
\$25,000-\$49,999	9%	37%	52%	2%	236
\$50,000-\$74,999	4%	39%	56%	0%	253
\$75,000-\$149,999	5%	35%	59%	1%	277
\$150,000 or more	2%	38%	60%	0%	50

### Years in Riverside

Up to 5	3%	35%	60%	1%	146
5 to 10 years	3%	39%	56%	2%	93
10-15 years	7%	38%	53%	2%	113
More than 15 yrs.	8%	37%	55%	1%	662

### Have Children

Yes	7%	41%	52%	0%	414
No	6%	34%	58%	2%	574

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## City and Neighborhood Livability

Are **overgrown trees** a major problem, minor problem, or no problem in your neighborhood

**# of surveys  
returned**

Major Problem	Minor Problem	No Problem	Don't know
165	336	481	17
17%	34%	48%	2%

999  
100%

### Zip Codes

92501	18%	46%	36%	0%	50
92503	18%	35%	47%	1%	182
92504	22%	30%	46%	3%	180
92505	16%	38%	42%	4%	107
92506	15%	35%	49%	1%	300
92507	15%	34%	49%	3%	107
92508	7%	19%	72%	1%	69

### Gender

Male	16%	36%	48%	0%	430
Female	16%	32%	49%	3%	549

### Ethnicity

African American	15%	44%	38%	3%	34
Asian/Pacific	22%	31%	44%	3%	36
Native American	11%	28%	61%	0%	18
White	15%	33%	51%	1%	688
Hispanic	19%	35%	42%	3%	154
Other	31%	27%	35%	8%	26

### Age

Up to 34	15%	30%	53%	2%	130
35-44	17%	33%	49%	1%	212
45-59	15%	34%	49%	2%	339
60 & over	18%	36%	44%	2%	306

### Education

Up to high school	25%	28%	44%	3%	176
Some college	16%	35%	49%	1%	303
Two-year degree	17%	33%	49%	1%	144
Bachelor's degree	16%	33%	49%	1%	146
Graduate school	9%	39%	50%	1%	202

### Income

Under \$25,000	24%	32%	41%	4%	85
\$25,000-\$49,999	20%	36%	43%	1%	233
\$50,000-\$74,999	10%	34%	54%	2%	250
\$75,000-\$149,999	16%	29%	54%	1%	268
\$150,000 or more	16%	42%	42%	0%	50

### Years in Riverside

Up to 5	13%	35%	49%	3%	142
5 to 10 years	20%	34%	45%	2%	92
10-15 years	14%	28%	56%	2%	110
More than 15 yrs.	17%	34%	47%	1%	646

### Have Children

Yes	17%	30%	51%	2%	405
No	17%	36%	46%	1%	560



# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## City and Neighborhood Livability

Is the garbage (solid waste) collection service your household receives:

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know
446	460	97	19	3
44%	45%	9%	2%	0%

1025  
100%

### Zip Codes

92501	40%	44%	10%	4%	2%	50
92503	40%	44%	12%	3%	1%	189
92504	48%	42%	10%	1%	0%	187
92505	29%	56%	12%	3%	0%	109
92506	50%	41%	6%	2%	0%	308
92507	47%	43%	8%	1%	1%	109
92508	32%	55%	13%	0%	0%	69

### Gender

Male	43%	45%	9%	2%	0%	441
Female	44%	44%	10%	2%	0%	565

### Ethnicity

African American	49%	46%	6%	0%	0%	35
Asian/Pacific	35%	51%	11%	3%	0%	37
Native American	33%	44%	17%	6%	0%	18
White	45%	46%	7%	2%	0%	704
Hispanic	43%	40%	14%	3%	0%	159
Other	33%	48%	11%	4%	4%	27

### Age

Up to 34	37%	49%	14%	0%	1%	133
35-44	37%	49%	10%	4%	0%	216
45-59	45%	43%	10%	2%	0%	350
60 & over	50%	42%	6%	1%	0%	315

### Education

Up to high school	42%	48%	8%	2%	1%	180
Some college	42%	45%	10%	2%	0%	311
Two-year degree	46%	41%	11%	2%	0%	150
Bachelor's degree	38%	52%	9%	1%	0%	150
Graduate school	50%	41%	7%	2%	0%	205

### Income

Under \$25,000	48%	43%	9%	0%	0%	89
\$25,000-\$49,999	42%	46%	9%	2%	1%	237
\$50,000-\$74,999	45%	45%	8%	2%	0%	253
\$75,000-\$149,999	43%	47%	9%	1%	0%	277
\$150,000 or more	58%	28%	10%	4%	0%	50

### Years in Riverside

Up to 5	44%	47%	8%	0%	1%	145
5 to 10 years	41%	48%	6%	4%	0%	93
10-15 years	35%	50%	13%	3%	0%	111
More than 15 yrs.	46%	43%	9%	2%	0%	667

### Have Children

Yes	37%	50%	11%	2%	0%	413
No	48%	42%	8%	2%	1%	578

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## City and Neighborhood Livability

During the past three months, did the garbage collectors ever miss picking up your garbage on scheduled days (excluding holidays)? # of surveys returned

	Yes	No	Don't know	
	142	859	20	1021
	14%	84%	2%	100%

### Zip Codes

92501	24%	74%	2%	50
92503	25%	157%	3%	185
92504	15%	83%	2%	186
92505	11%	89%	0%	108
92506	17%	82%	2%	310
92507	9%	85%	6%	109
92508	4%	94%	1%	69

### Gender

Male	13%	85%	2%	440
Female	14%	84%	2%	562

### Ethnicity

African American	17%	80%	3%	35
Asian/Pacific	24%	68%	8%	37
Native American	18%	82%	0%	17
White	13%	85%	2%	704
Hispanic	11%	89%	0%	158
Other	16%	80%	4%	25

### Age

Up to 34	17%	79%	4%	130
35-44	16%	83%	2%	218
45-59	14%	85%	2%	345
60 & over	11%	87%	1%	317

### Education

Up to high school	12%	88%	1%	177
Some college	11%	86%	3%	310
Two-year degree	11%	88%	1%	148
Bachelor's degree	20%	78%	2%	151
Graduate school	15%	82%	2%	204

### Income

Under \$25,000	10%	89%	1%	90
\$25,000-\$49,999	13%	83%	4%	239
\$50,000-\$74,999	13%	85%	2%	248
\$75,000-\$149,999	12%	87%	0%	276
\$150,000 or more	24%	76%	0%	50

### Years in Riverside

Up to 5	16%	79%	5%	145
5 to 10 years	11%	86%	3%	92
10-15 years	10%	88%	2%	113
More than 15 yrs.	14%	85%	1%	661

### Have Children

Yes	17%	82%	1%	410
No	12%	86%	2%	577

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## City and Neighborhood Livability

During the past three months, did the garbage collectors ever **spill garbage and leave it during collection?** **# of surveys returned**

Yes	No	Don't know	
278	711	31	1020
27%	70%	3%	100%

### Zip Codes

92501	39%	59%	2%	51
92503	33%	64%	3%	189
92504	19%	78%	3%	184
92505	29%	67%	4%	107
92506	25%	74%	2%	306
92507	23%	69%	8%	109
92508	40%	57%	3%	70

### Gender

Male	28%	70%	2%	440
Female	27%	69%	4%	560

### Ethnicity

African American	20%	74%	6%	35
Asian/Pacific	35%	57%	8%	37
Native American	39%	56%	6%	18
White	26%	71%	3%	702
Hispanic	25%	75%	1%	159
Other	40%	52%	8%	25

### Age

Up to 34	33%	62%	5%	132
35-44	35%	64%	1%	218
45-59	30%	67%	3%	345
60 & over	16%	81%	3%	313

### Education

Up to high school	19%	79%	2%	177
Some college	29%	68%	4%	310
Two-year degree	28%	70%	1%	148
Bachelor's degree	29%	66%	5%	151
Graduate school	29%	68%	2%	203

### Income

Under \$25,000	17%	79%	4%	90
\$25,000-\$49,999	23%	73%	5%	237
\$50,000-\$74,999	29%	69%	1%	251
\$75,000-\$149,999	32%	66%	2%	274
\$150,000 or more	31%	69%	0%	49

### Years in Riverside

Up to 5	28%	68%	5%	145
5 to 10 years	29%	67%	4%	93
10-15 years	25%	73%	2%	112
More than 15 yrs.	27%	70%	3%	660

### Have Children

Yes	33%	65%	2%	414
No	23%	73%	4%	571

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## City and Neighborhood Livability

During the past three months, did the garbage collectors ever **make excessive noise**?

**# of surveys  
returned**

Yes	No	Don't know	
111	859	45	1015
11%	85%	4%	100%

### Zip Codes

92501	6%	85%	10%	52
92503	29%	151%	7%	187
92504	16%	160%	6%	182
92505	12%	79%	8%	107
92506	9%	88%	3%	304
92507	6%	87%	6%	109
92508	21%	77%	1%	70

### Gender

Male	11%	84%	5%	436
Female	11%	85%	4%	560

### Ethnicity

African American	3%	94%	3%	35
Asian/Pacific	22%	61%	17%	36
Native American	24%	65%	12%	17
White	9%	88%	3%	701
Hispanic	16%	82%	2%	158
Other	4%	78%	17%	23

### Age

Up to 34	20%	75%	5%	132
35-44	9%	85%	6%	218
45-59	10%	84%	6%	342
60 & over	9%	89%	2%	312

### Education

Up to high school	11%	87%	3%	179
Some college	11%	84%	5%	311
Two-year degree	10%	86%	5%	146
Bachelor's degree	9%	84%	7%	150
Graduate school	11%	86%	3%	201

### Income

Under \$25,000	9%	88%	3%	90
\$25,000-\$49,999	15%	82%	3%	238
\$50,000-\$74,999	11%	84%	5%	249
\$75,000-\$149,999	8%	88%	4%	274
\$150,000 or more	10%	84%	6%	49

### Years in Riverside

Up to 5	10%	82%	8%	146
5 to 10 years	9%	85%	6%	93
10-15 years	13%	85%	2%	112
More than 15 yrs.	11%	86%	4%	654

### Have Children

Yes	11%	84%	5%	413
No	10%	86%	4%	568

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Customer Service

In the past 12 months, have you had the occasion to contact the city for any reason (for example, to acquire a building permit or passport, make a complaint, pay a bill, or seek information)?

**# of surveys  
returned**

Yes	No	Don't know	
479	536	13	1028
47%	52%	1%	100%

### Zip Codes

92501	52%	48%	0%	52
92503	45%	54%	2%	191
92504	55%	45%	0%	185
92505	43%	55%	2%	109
92506	49%	49%	2%	307
92507	40%	59%	1%	109
92508	30%	68%	2%	71

### Gender

Male	47%	52%	0%	441
Female	46%	52%	2%	567

### Ethnicity

African American	63%	34%	3%	35
Asian/Pacific	38%	59%	3%	37
Native American	44%	56%	0%	18
White	45%	54%	1%	707
Hispanic	48%	50%	3%	159
Other	58%	42%	0%	26

### Age

Up to 34	41%	59%	1%	133
35-44	54%	44%	1%	217
45-59	53%	47%	1%	350
60 & over	37%	62%	1%	316

### Education

Up to high school	33%	64%	2%	183
Some college	46%	53%	2%	311
Two-year degree	49%	51%	1%	148
Bachelor's degree	60%	40%	1%	151
Graduate school	51%	49%	0%	205

### Income

Under \$25,000	36%	61%	3%	90
\$25,000-\$49,999	45%	55%	1%	240
\$50,000-\$74,999	50%	50%	0%	252
\$75,000-\$149,999	50%	48%	2%	277
\$150,000 or more	58%	42%	0%	50

### Years in Riverside

Up to 5	43%	55%	2%	148
5 to 10 years	54%	46%	0%	93
10-15 years	42%	57%	2%	113
More than 15 yrs.	47%	52%	1%	665

### Have Children

Yes	54%	45%	1%	413
No	42%	57%	1%	581

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Customer Service

If you answered yes to the previous question, please rank the **overall performance**.

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know
157	202	60	60	5
32%	42%	12%	12%	1%

484  
100%

### Zip Codes

92501	33%	48%	7%	11%	0%	27
92503	23%	51%	10%	17%	0%	84
92504	36%	40%	12%	12%	1%	103
92505	33%	45%	12%	8%	2%	49
92506	34%	34%	16%	14%	1%	154
92507	38%	38%	16%	9%	0%	45
92508	30%	60%	5%	5%	0%	20

### Gender

Male	30%	42%	14%	12%	1%	210
Female	35%	41%	11%	13%	1%	263

### Ethnicity

African American	50%	35%	15%	0%	0%	20
Asian/Pacific	21%	36%	21%	21%	0%	14
Native American	22%	44%	22%	11%	0%	9
White	37%	39%	12%	12%	1%	318
Hispanic	23%	54%	11%	11%	2%	84
Other	27%	33%	27%	13%	0%	15

### Age

Up to 34	24%	45%	21%	10%	0%	58
35-44	27%	43%	16%	12%	2%	117
45-59	36%	43%	11%	11%	0%	183
60 & over	39%	37%	8%	14%	3%	119

### Education

Up to high school	17%	44%	19%	16%	3%	63
Some college	35%	45%	8%	12%	0%	143
Two-year degree	38%	41%	11%	10%	0%	73
Bachelor's degree	27%	40%	18%	15%	0%	85
Graduate school	38%	37%	10%	11%	3%	107

### Income

Under \$25,000	32%	41%	15%	6%	6%	34
\$25,000-\$49,999	34%	40%	10%	16%	1%	113
\$50,000-\$74,999	33%	43%	12%	11%	1%	123
\$75,000-\$149,999	31%	43%	15%	10%	1%	137
\$150,000 or more	45%	24%	17%	14%	0%	29

### Years in Riverside

Up to 5	32%	48%	14%	6%	0%	63
5 to 10 years	20%	48%	22%	8%	2%	50
10-15 years	26%	52%	10%	10%	2%	50
More than 15 yrs.	36%	38%	11%	15%	1%	316

### Have Children

Yes	31%	47%	11%	11%	0%	224
No	36%	36%	14%	13%	2%	245

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Customer Service

If you answered yes to the previous question, please rank the **courtesy of city employees.**

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know
209	185	58	29	8
43%	38%	12%	6%	2%

489  
100%

### Zip Codes

92501	46%	39%	11%	4%	0%	28
92503	40%	40%	9%	8%	2%	85
92504	42%	39%	11%	7%	1%	106
92505	35%	45%	12%	8%	0%	49
92506	45%	37%	12%	5%	2%	154
92507	44%	31%	13%	7%	4%	45
92508	55%	25%	20%	0%	0%	20

### Gender

Male	40%	39%	13%	7%	0%	214
Female	46%	35%	11%	5%	3%	264

### Ethnicity

African American	50%	40%	10%	0%	0%	20
Asian/Pacific	21%	50%	21%	7%	0%	14
Native American	33%	22%	33%	11%	0%	9
White	49%	35%	10%	5%	2%	322
Hispanic	31%	44%	15%	8%	2%	85
Other	43%	29%	21%	7%	0%	14

### Age

Up to 34	26%	44%	21%	5%	4%	57
35-44	39%	41%	13%	5%	1%	119
45-59	47%	34%	9%	8%	2%	186
60 & over	49%	35%	11%	4%	1%	120

### Education

Up to high school	26%	42%	29%	3%	0%	65
Some college	44%	41%	10%	3%	1%	145
Two-year degree	51%	32%	7%	7%	3%	72
Bachelor's degree	37%	41%	12%	9%	1%	86
Graduate school	50%	32%	7%	7%	3%	108

### Income

Under \$25,000	37%	34%	14%	6%	9%	35
\$25,000-\$49,999	46%	31%	15%	7%	1%	113
\$50,000-\$74,999	37%	45%	12%	5%	2%	127
\$75,000-\$149,999	46%	38%	10%	5%	1%	136
\$150,000 or more	59%	31%	7%	3%	0%	29

### Years in Riverside

Up to 5	39%	47%	11%	3%	0%	64
5 to 10 years	33%	43%	20%	4%	0%	51
10-15 years	34%	48%	8%	6%	4%	50
More than 15 yrs.	47%	33%	12%	7%	2%	319

### Have Children

Yes	40%	42%	13%	4%	0%	225
No	47%	34%	10%	7%	2%	249

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Customer Service

If you answered yes to the previous question, please rank the **timeliness of service/response**.

**# of surveys  
returned**

	Excellent	Good	Fair	Poor	Don't know	
	157	184	64	67	8	480
	33%	38%	13%	14%	2%	100%

### Zip Codes

92501	27%	50%	12%	12%	0%	26
92503	26%	40%	17%	15%	1%	84
92504	35%	40%	11%	13%	1%	102
92505	22%	49%	10%	16%	2%	49
92506	36%	32%	14%	15%	3%	152
92507	49%	22%	16%	13%	0%	45
92508	25%	70%	0%	5%	0%	20

### Gender

Male	28%	39%	18%	13%	2%	210
Female	37%	38%	9%	15%	2%	259

### Ethnicity

African American	35%	40%	25%	0%	0%	20
Asian/Pacific	29%	21%	29%	21%	0%	14
Native American	22%	22%	22%	33%	0%	9
White	38%	36%	11%	12%	2%	316
Hispanic	19%	48%	13%	18%	1%	83
Other	29%	29%	21%	21%	0%	14

### Age

Up to 34	23%	52%	11%	14%	0%	56
35-44	28%	38%	15%	15%	3%	117
45-59	34%	41%	11%	13%	1%	184
60 & over	41%	28%	16%	14%	3%	116

### Education

Up to high school	21%	38%	25%	15%	2%	61
Some college	33%	44%	13%	10%	1%	143
Two-year degree	38%	43%	6%	14%	0%	72
Bachelor's degree	28%	35%	16%	18%	2%	85
Graduate school	39%	31%	8%	18%	4%	106

### Income

Under \$25,000	36%	30%	18%	9%	6%	33
\$25,000-\$49,999	37%	36%	12%	15%	1%	109
\$50,000-\$74,999	31%	41%	15%	12%	1%	124
\$75,000-\$149,999	30%	43%	13%	13%	1%	136
\$150,000 or more	34%	24%	10%	24%	7%	29

### Years in Riverside

Up to 5	33%	40%	16%	11%	0%	63
5 to 10 years	26%	40%	14%	18%	2%	50
10-15 years	22%	52%	12%	12%	2%	50
More than 15 yrs.	36%	36%	13%	14%	2%	312

### Have Children

Yes	31%	44%	11%	13%	1%	222
No	35%	33%	16%	15%	2%	243



# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Customer Service

If you answered yes to the previous question, please rank the **ability to resolve the issue/answer the question.**

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know
160	160	50	97	17
33%	33%	10%	20%	4%

484  
100%

### Zip Codes

92501	33%	37%	15%	15%	0%	27
92503	23%	37%	13%	23%	3%	86
92504	35%	38%	3%	22%	2%	104
92505	25%	44%	4%	21%	6%	48
92506	39%	24%	14%	21%	3%	152
92507	36%	24%	16%	16%	9%	45
92508	35%	50%	10%	5%	0%	20

### Gender

Male	29%	37%	8%	23%	3%	213
Female	37%	30%	11%	18%	4%	260

### Ethnicity

African American	55%	20%	10%	15%	0%	20
Asian/Pacific	21%	29%	21%	21%	7%	14
Native American	22%	44%	11%	22%	0%	9
White	37%	30%	10%	19%	4%	317
Hispanic	25%	42%	9%	20%	4%	85
Other	21%	36%	7%	36%	0%	14

### Age

Up to 34	30%	37%	12%	18%	4%	57
35-44	25%	36%	15%	20%	3%	118
45-59	36%	34%	9%	20%	2%	184
60 & over	39%	27%	7%	20%	7%	118

### Education

Up to high school	24%	27%	17%	27%	5%	63
Some college	30%	42%	9%	17%	3%	142
Two-year degree	39%	35%	6%	18%	1%	71
Bachelor's degree	30%	31%	10%	26%	2%	86
Graduate school	40%	25%	10%	18%	6%	109

### Income

Under \$25,000	34%	23%	20%	14%	9%	35
\$25,000-\$49,999	36%	30%	8%	24%	2%	110
\$50,000-\$74,999	32%	37%	9%	17%	5%	127
\$75,000-\$149,999	31%	39%	11%	17%	2%	135
\$150,000 or more	45%	10%	17%	28%	6%	29

### Years in Riverside

Up to 5	38%	35%	14%	13%	0%	63
5 to 10 years	25%	31%	16%	22%	6%	51
10-15 years	26%	44%	8%	18%	4%	50
More than 15 yrs.	35%	31%	9%	22%	4%	315
<i>Have Children</i>						
Yes	32%	38%	11%	17%	2%	222
No	34%	30%	9%	23%	5%	247

## Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

### Customer Service

If you answered yes to the previous question, please rank the **ease of contacting correct official/personnel.**

**# of surveys  
returned**

	Excellent	Good	Fair	Poor	Don't know	
	143	206	67	56	10	482
	30%	43%	14%	12%	2%	100%

### Zip Codes

92501	33%	41%	15%	11%	0%	27
92503	20%	42%	18%	17%	2%	83
92504	37%	41%	13%	7%	2%	104
92505	21%	54%	13%	10%	2%	48
92506	33%	39%	11%	14%	3%	152
92507	31%	42%	18%	9%	0%	45
92508	24%	57%	14%	5%	0%	21

### Gender

Male	27%	43%	16%	12%	2%	210
Female	33%	42%	12%	11%	2%	261

### Ethnicity

African American	40%	35%	10%	15%	0%	20
Asian/Pacific	21%	50%	14%	14%	0%	14
Native American	25%	13%	25%	38%	0%	8
White	35%	42%	12%	9%	2%	317
Hispanic	19%	48%	19%	12%	2%	84
Other	21%	21%	29%	14%	14%	14

### Age

Up to 34	25%	44%	21%	11%	0%	57
35-44	24%	44%	16%	13%	3%	116
45-59	31%	42%	14%	12%	1%	185
60 & over	37%	42%	9%	9%	3%	117

### Education

Up to high school	16%	46%	23%	10%	5%	61
Some college	28%	47%	12%	12%	1%	143
Two-year degree	42%	41%	10%	6%	1%	71
Bachelor's degree	23%	43%	20%	13%	1%	86
Graduate school	36%	37%	9%	15%	3%	108

### Income

Under \$25,000	29%	47%	15%	3%	6%	34
\$25,000-\$49,999	33%	40%	11%	13%	3%	109
\$50,000-\$74,999	28%	46%	15%	10%	2%	126
\$75,000-\$149,999	29%	45%	13%	11%	1%	135
\$150,000 or more	45%	31%	7%	17%	0%	29

### Years in Riverside

Up to 5	30%	43%	14%	10%	3%	63
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5 to 10 years	26%	48%	14%	10%	2%	50
10-15 years	16%	57%	14%	12%	2%	51
More than 15 yrs.	33%	40%	14%	12%	2%	313
<i>Have Children</i>						
Yes	26%	46%	15%	11%	2%	223
No	33%	40%	13%	12%	2%	244

## Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

### Parks and Recreation

Approximately how often did you or a member of your household use a city park and/or recreational facility during the past 12 months?	Never	Once or twice	3 to 5 times	6 to 10 times	More than 10 times	Don't know	# of surveys returned
	319	257	150	82	205	14	1027
	31%	25%	15%	8%	20%	1%	100%

### Zip Codes

92501	25%	12%	16%	10%	37%	0%	51
92503	29%	22%	15%	9%	25%	1%	190
92504	30%	29%	14%	10%	12%	3%	187
92505	41%	22%	14%	6%	16%	1%	109
92506	32%	26%	17%	8%	15%	1%	308
92507	32%	28%	11%	5%	23%	1%	109
92508	20%	24%	11%	6%	39%	0%	71

### Gender

Male	31%	24%	13%	8%	22%	2%	443
Female	30%	26%	16%	8%	18%	1%	566

### Ethnicity

African American	20%	31%	23%	6%	14%	6%	35
Asian/Pacific	38%	35%	5%	0%	16%	5%	37
Native American	33%	28%	17%	6%	11%	6%	18
White	34%	26%	14%	8%	17%	1%	705
Hispanic	17%	17%	20%	9%	34%	2%	161
Other	33%	26%	11%	11%	15%	4%	27

### Age

Up to 34	21%	19%	18%	12%	29%	1%	132
35-44	19%	25%	15%	6%	33%	1%	217
45-59	28%	27%	15%	9%	19%	1%	350
60 & over	45%	26%	13%	6%	8%	2%	318

### Education

Up to high school	34%	22%	17%	7%	18%	3%	181
Some college	30%	29%	14%	9%	16%	1%	311
Two-year degree	31%	19%	13%	10%	27%	0%	150
Bachelor's degree	31%	26%	17%	5%	20%	1%	150
Graduate school	28%	27%	14%	8%	22%	1%	206

### Income

Under \$25,000	43%	25%	11%	11%	5%	4%	91
\$25,000-\$49,999	32%	23%	17%	5%	21%	1%	238
\$50,000-\$74,999	26%	27%	13%	10%	23%	0%	253
\$75,000-\$149,999	26%	25%	17%	8%	22%	1%	277
\$150,000 or more	34%	24%	12%	6%	24%	0%	50

### Years in Riverside

Up to 5	29%	22%	15%	12%	21%	2%	147
5 to 10 years	20%	18%	23%	10%	26%	3%	93

10-15 years	17%	31%	17%	7%	28%	0%	113
More than 15 yrs.	35%	26%	13%	7%	17%	1%	667
<i>Have Children</i>							
Yes	12%	22%	17%	11%	36%	1%	414
No	43%	27%	13%	6%	9%	2%	581

## Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

### Parks and Recreation

How would you rate the City of Riverside's public park and recreation facilities on **overall service?**

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know	
84	453	131	23	226	917
9%	49%	14%	3%	25%	100%

### Zip Codes

92501	11%	47%	22%	0%	20%	45
92503	11%	58%	12%	2%	16%	171
92504	7%	51%	12%	2%	28%	173
92505	6%	41%	16%	3%	33%	97
92506	11%	48%	15%	2%	25%	265
92507	6%	39%	14%	5%	35%	97
92508	12%	60%	11%	5%	12%	65

### Gender

Male	9%	50%	14%	1%	26%	399
Female	9%	49%	14%	4%	24%	506

### Ethnicity

African American	9%	53%	13%	0%	25%	32
Asian/Pacific	6%	39%	18%	0%	36%	33
Native American	6%	41%	35%	0%	18%	17
White	10%	49%	12%	2%	28%	628
Hispanic	12%	52%	18%	5%	12%	147
Other	0%	48%	24%	4%	24%	25

### Age

Up to 34	10%	46%	21%	4%	18%	125
35-44	8%	59%	15%	3%	14%	201
45-59	9%	51%	15%	3%	22%	319
60 & over	9%	41%	10%	2%	38%	266

### Education

Up to high school	9%	52%	14%	2%	23%	161
Some college	8%	51%	12%	3%	26%	277
Two-year degree	9%	49%	15%	2%	25%	138
Bachelor's degree	10%	43%	18%	4%	25%	136
Graduate school	10%	49%	15%	2%	24%	185

### Income

Under \$25,000	4%	41%	14%	1%	41%	74
\$25,000-\$49,999	11%	51%	13%	2%	23%	215
\$50,000-\$74,999	10%	52%	11%	2%	26%	231
\$75,000-\$149,999	10%	52%	16%	3%	20%	257
\$150,000 or more	11%	52%	11%	4%	22%	46

### Years in Riverside

Up to 5	7%	52%	15%	3%	23%	130
5 to 10 years	6%	57%	19%	2%	16%	86
10-15 years	10%	53%	15%	4%	18%	107

More than 15 yrs.	10%	47%	14%	2%	28%	589
<i>Have Children</i>						
Yes	10%	61%	16%	3%	10%	397
No	8%	41%	13%	2%	36%	495

## Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

### Parks and Recreation

How would you rate the City of Riverside's public park and recreation facilities on **condition of equipment?** **# of surveys returned**

Excellent	Good	Fair	Poor	Don't know	
99	402	149	41	226	917
11%	44%	16%	4%	25%	100%

### Zip Codes

92501	11%	31%	18%	11%	29%	45
92503	13%	49%	18%	3%	17%	169
92504	7%	48%	16%	3%	26%	174
92505	5%	41%	15%	6%	33%	98
92506	13%	42%	17%	3%	25%	264
92507	7%	37%	15%	8%	33%	98
92508	20%	54%	12%	2%	12%	65

### Gender

Male	10%	45%	18%	3%	26%	400
Female	12%	43%	15%	6%	24%	505

### Ethnicity

African American	9%	56%	6%	3%	25%	32
Asian/Pacific	3%	33%	24%	6%	33%	33
Native American	6%	41%	29%	6%	18%	17
White	11%	43%	14%	3%	28%	328
Hispanic	12%	48%	21%	8%	11%	145
Other	12%	40%	12%	12%	24%	25

### Age

Up to 34	15%	40%	21%	8%	16%	126
35-44	13%	48%	20%	5%	14%	202
45-59	8%	46%	18%	4%	24%	319
60 & over	10%	41%	8%	3%	38%	264

### Education

Up to high school	13%	46%	16%	4%	21%	158
Some college	10%	47%	13%	4%	26%	279
Two-year degree	10%	41%	20%	4%	24%	137
Bachelor's degree	10%	35%	24%	6%	25%	136
Graduate school	11%	46%	11%	5%	26%	186

### Income

Under \$25,000	7%	40%	8%	5%	40%	73
\$25,000-\$49,999	10%	51%	14%	3%	22%	215
\$50,000-\$74,999	12%	45%	14%	4%	25%	229
\$75,000-\$149,999	12%	41%	20%	4%	22%	259
\$150,000 or more	11%	52%	11%	2%	24%	46

### Years in Riverside

Up to 5	12%	42%	15%	5%	26%	130
5 to 10 years	12%	48%	19%	9%	13%	86
10-15 years	11%	52%	16%	4%	18%	108
More than 15 yrs.	10%	42%	16%	4%	27%	588

<i>Have Children</i>						
Yes	14%	51%	21%	6%	8%	400
No	9%	39%	12%	3%	37%	493

## Annual Riverside Citizen Survey

2002-2003

*Measuring the Performance of Services*

### Parks and Recreation

How would you rate the City of Riverside's public park and recreation facilities on **accessibility?**

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know
150	466	97	22	181
16%	51%	11%	2%	20%

916  
100%

### *Zip Codes*

92501	20%	54%	11%	0%	15%	46
92503	19%	55%	10%	3%	14%	170
92504	13%	56%	9%	1%	22%	175
92505	10%	46%	11%	5%	27%	96
92506	19%	49%	11%	1%	19%	263
92507	9%	45%	9%	6%	30%	97
92508	25%	52%	11%	3%	9%	65

### *Gender*

Male	17%	50%	10%	2%	21%	403
Female	16%	52%	10%	3%	19%	501

### *Ethnicity*

African American	22%	63%	6%	0%	9%	32
Asian/Pacific	13%	38%	16%	3%	31%	32
Native American	12%	53%	18%	12%	6%	17
White	17%	50%	9%	1%	22%	629
Hispanic	15%	57%	14%	3%	11%	145
Other	17%	29%	21%	8%	25%	24

### *Age*

Up to 34	18%	52%	14%	3%	13%	126
35-44	15%	58%	13%	2%	11%	202
45-59	18%	51%	11%	3%	18%	319
60 & over	15%	45%	6%	2%	32%	263

### *Education*

Up to high school	15%	54%	11%	3%	18%	158
Some college	12%	56%	9%	2%	21%	279
Two-year degree	18%	50%	10%	3%	19%	137
Bachelor's degree	21%	46%	11%	4%	19%	136
Graduate school	19%	46%	13%	1%	20%	185

### *Income*

Under \$25,000	17%	39%	8%	4%	32%	72
\$25,000-\$49,999	15%	52%	10%	4%	20%	217
\$50,000-\$74,999	17%	59%	6%	1%	17%	229
\$75,000-\$149,999	17%	50%	16%	2%	16%	258
\$150,000 or more	16%	51%	7%	2%	24%	45

### *Years in Riverside*

Up to 5	15%	50%	12%	2%	21%	130
5 to 10 years	14%	58%	15%	1%	12%	86
10-15 years	21%	56%	9%	3%	11%	106
More than 15 yrs.	16%	49%	10%	2%	22%	589

### *Have Children*

Yes	18%	59%	14%	3%	7%	399
No	14%	45%	8%	2%	30%	492

## Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

### Parks and Recreation

How would you rate the City of Riverside's public park and recreation facilities on <b>hours of operation?</b>						<u># of surveys returned</u>
	Excellent	Good	Fair	Poor	Don't know	
	109	459	89	5	247	909
	12%	50%	10%	1%	27%	100%

### Zip Codes

92501	19%	55%	10%	0%	17%	42
92503	12%	58%	10%	1%	19%	169
92504	8%	53%	9%	0%	30%	173
92505	5%	47%	8%	2%	37%	97
92506	15%	46%	10%	0%	29%	261
92507	9%	44%	10%	2%	35%	98
92508	18%	55%	12%	0%	14%	65

### Gender

Male	12%	51%	10%	0%	26%	401
Female	12%	49%	10%	1%	28%	496

### Ethnicity

African American	13%	65%	3%	0%	19%	31
Asian/Pacific	13%	34%	16%	0%	38%	32
Native American	12%	47%	24%	0%	18%	17
White	13%	48%	8%	0%	31%	624
Hispanic	9%	65%	11%	1%	14%	144
Other	13%	38%	13%	4%	33%	24

### Age

Up to 34	13%	53%	11%	2%	21%	126
35-44	12%	58%	12%	0%	17%	202
45-59	12%	51%	11%	0%	25%	313
60 & over	11%	42%	6%	0%	40%	262

### Education

Up to high school	11%	57%	6%	1%	24%	157
Some college	9%	51%	11%	1%	28%	276
Two-year degree	12%	50%	13%	0%	26%	136
Bachelor's degree	14%	46%	10%	1%	29%	135
Graduate school	15%	48%	9%	0%	29%	185

### Income

Under \$25,000	10%	39%	6%	3%	42%	71
\$25,000-\$49,999	10%	54%	11%	0%	24%	215
\$50,000-\$74,999	12%	53%	7%	0%	27%	227
\$75,000-\$149,999	14%	52%	11%	1%	22%	257
\$150,000 or more	16%	51%	0%	0%	33%	45

### Years in Riverside

Up to 5	14%	51%	8%	0%	27%	129
5 to 10 years	9%	62%	10%	0%	19%	86
10-15 years	11%	61%	8%	1%	19%	107
More than 15 yrs.	12%	47%	10%	1%	30%	582

### Have Children

Yes	15%	61%	11%	1%	13%	399
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No	9%	43%	9%	0%	38%	486
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## Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

### Parks and Recreation

How would you rate the City of Riverside's public park and recreation facilities on **adequate number of recreation classes, teams, etc.?** # of surveys returned

Excellent	Good	Fair	Poor	Don't know	
60	258	89	22	462	891
7%	29%	10%	2%	52%	100%

### Zip Codes

92501	9%	20%	11%	5%	55%	44
92503	8%	35%	11%	2%	44%	167
92504	7%	32%	9%	2%	51%	167
92505	4%	28%	7%	3%	58%	97
92506	7%	28%	10%	2%	53%	253
92507	4%	22%	10%	7%	56%	96
92508	8%	29%	13%	0%	51%	63

### Gender

Male	6%	28%	10%	2%	54%	390
Female	7%	30%	10%	3%	50%	489

### Ethnicity

African American	13%	33%	3%	7%	43%	30
Asian/Pacific	6%	19%	23%	3%	48%	31
Native American	6%	38%	19%	0%	38%	16
White	6%	28%	7%	2%	56%	611
Hispanic	8%	34%	17%	3%	37%	143
Other	4%	32%	4%	8%	52%	25

### Age

Up to 34	10%	24%	14%	4%	48%	125
35-44	7%	37%	12%	3%	42%	198
45-59	6%	31%	10%	3%	50%	314
60 & over	6%	23%	6%	2%	63%	248

### Education

Up to high school	8%	33%	7%	1%	51%	153
Some college	5%	32%	9%	2%	52%	270
Two-year degree	9%	32%	11%	2%	45%	133
Bachelor's degree	5%	21%	14%	5%	55%	132
Graduate school	7%	25%	10%	3%	55%	183

### Income

Under \$25,000	7%	24%	7%	1%	61%	71
\$25,000-\$49,999	7%	30%	10%	2%	51%	210
\$50,000-\$74,999	7%	34%	9%	2%	48%	221
\$75,000-\$149,999	7%	27%	13%	2%	51%	256
\$150,000 or more	5%	28%	7%	2%	58%	43

### Years in Riverside

Up to 5	7%	29%	10%	2%	53%	129
5 to 10 years	6%	36%	7%	4%	47%	85
10-15 years	4%	35%	12%	4%	46%	107
More than 15 yrs.	7%	27%	10%	2%	54%	566

### Have Children

Yes	7%	35%	14%	3%	40%	394
No	29%	115%	32%	8%	289%	473



# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Parks and Recreation

How would you rate the City of Riverside's public park and recreation facilities on **appearance of landscaping?**

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know
137	428	173	23	156
15%	47%	19%	3%	17%

917  
100%

### Zip Codes

92501	16%	53%	16%	4%	11%	45
92503	20%	44%	21%	2%	13%	167
92504	14%	54%	12%	2%	18%	173
92505	7%	43%	21%	6%	23%	100
92506	17%	46%	21%	1%	16%	265
92507	7%	45%	15%	3%	30%	98
92508	20%	45%	28%	0%	8%	65

### Gender

Male	14%	48%	18%	1%	18%	401
Female	15%	46%	19%	3%	16%	504

### Ethnicity

African American	19%	65%	6%	0%	10%	31
Asian/Pacific	9%	45%	9%	12%	24%	33
Native American	12%	24%	53%	6%	6%	17
White	16%	45%	18%	1%	20%	630
Hispanic	17%	51%	22%	3%	8%	144
Other	4%	48%	16%	8%	24%	25

### Age

Up to 34	15%	46%	23%	5%	11%	126
35-44	11%	49%	27%	3%	9%	202
45-59	16%	49%	19%	3%	14%	319
60 & over	17%	44%	9%	1%	29%	264

### Education

Up to high school	16%	48%	18%	3%	16%	158
Some college	13%	48%	18%	2%	20%	278
Two-year degree	17%	42%	23%	3%	15%	138
Bachelor's degree	19%	40%	21%	4%	15%	137
Graduate school	14%	54%	16%	1%	16%	185

### Income

Under \$25,000	11%	45%	11%	3%	31%	74
\$25,000-\$49,999	19%	46%	15%	4%	16%	217
\$50,000-\$74,999	20%	49%	17%	0%	15%	228
\$75,000-\$149,999	12%	48%	23%	3%	13%	259
\$150,000 or more	4%	50%	26%	0%	20%	46

### Years in Riverside

Up to 5	14%	47%	16%	5%	18%	130
5 to 10 years	12%	55%	22%	2%	9%	86
10-15 years	13%	53%	22%	1%	11%	108
More than 15 yrs.	16%	44%	18%	2%	19%	588

### Have Children

Yes	15%	52%	24%	3%	6%	400
No	15%	42%	15%	2%	26%	493

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Parks and Recreation

How would you rate the City of Riverside's public park and recreation facilities on **daytime safety**?

**# of surveys  
returned**

	Excellent	Good	Fair	Poor	Don't know	
	104	443	117	39	219	922
	11%	48%	13%	4%	24%	100%
<i>Zip Codes</i>						
92501	9%	49%	26%	0%	17%	47
92503	12%	57%	14%	3%	15%	169
92504	9%	50%	12%	3%	27%	173
92505	4%	45%	12%	6%	32%	99
92506	14%	43%	13%	5%	25%	267
92507	11%	41%	11%	6%	31%	98
92508	18%	57%	5%	6%	14%	65
<i>Gender</i>						
Male	11%	47%	13%	4%	25%	403
Female	11%	49%	12%	5%	23%	507
<i>Ethnicity</i>						
African American	16%	59%	3%	0%	22%	32
Asian/Pacific	9%	39%	12%	9%	30%	33
Native American	6%	38%	31%	0%	25%	16
White	12%	47%	10%	4%	27%	632
Hispanic	12%	56%	20%	4%	8%	147
Other	8%	40%	16%	8%	28%	25
<i>Age</i>						
Up to 34	12%	49%	21%	4%	13%	126
35-44	10%	57%	16%	4%	13%	204
45-59	12%	49%	11%	6%	21%	320
60 & over	11%	39%	7%	3%	40%	266
<i>Education</i>						
Up to high school	10%	51%	17%	2%	20%	162
Some college	10%	49%	11%	5%	24%	279
Two-year degree	12%	51%	12%	4%	21%	136
Bachelor's degree	12%	47%	11%	6%	24%	137
Graduate school	12%	44%	13%	4%	27%	187
<i>Income</i>						
Under \$25,000	9%	38%	13%	3%	38%	77
\$25,000-\$49,999	11%	50%	15%	3%	21%	215
\$50,000-\$74,999	12%	54%	8%	2%	24%	230
\$75,000-\$149,999	12%	48%	15%	6%	19%	260
\$150,000 or more	7%	46%	4%	11%	33%	46
<i>Years in Riverside</i>						
Up to 5	14%	44%	14%	4%	24%	131
5 to 10 years	10%	53%	17%	3%	15%	86
10-15 years	11%	54%	15%	6%	15%	108
More than 15 yrs.	11%	47%	11%	4%	27%	592
<i>Have Children</i>						
Yes	12%	59%	14%	5%	9%	401
No	10%	40%	11%	4%	35%	496

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Parks and Recreation

How would you rate the City of Riverside's public park and recreation facilities on **nighttime safety**?

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know
37	166	143	143	417
4%	18%	16%	16%	46%

906  
100%

### Zip Codes

92501	2%	18%	13%	31%	36%	45
92503	4%	23%	21%	15%	38%	168
92504	5%	19%	14%	16%	46%	168
92505	2%	18%	15%	15%	49%	98
92506	5%	14%	12%	16%	53%	264
92507	1%	14%	15%	14%	55%	97
92508	9%	27%	25%	8%	31%	64

### Gender

Male	4%	19%	19%	14%	44%	394
Female	4%	17%	13%	17%	48%	501

### Ethnicity

African American	3%	25%	25%	0%	47%	32
Asian/Pacific	3%	18%	3%	21%	55%	33
Native American	6%	6%	31%	31%	25%	16
White	5%	16%	14%	15%	50%	622
Hispanic	4%	27%	20%	20%	29%	143
Other	0%	21%	13%	13%	54%	24

### Age

Up to 34	6%	16%	19%	23%	36%	124
35-44	4%	22%	23%	15%	37%	203
45-59	4%	18%	16%	19%	43%	316
60 & over	4%	16%	9%	10%	61%	257

### Education

Up to high school	5%	25%	17%	11%	41%	155
Some college	3%	18%	15%	17%	47%	276
Two-year degree	6%	18%	18%	18%	41%	136
Bachelor's degree	1%	15%	17%	17%	51%	136
Graduate school	6%	16%	14%	16%	49%	184

### Income

Under \$25,000	4%	16%	11%	12%	56%	73
\$25,000-\$49,999	2%	20%	16%	17%	46%	213
\$50,000-\$74,999	4%	22%	14%	14%	48%	227
\$75,000-\$149,999	6%	18%	19%	17%	40%	255
\$150,000 or more	4%	17%	17%	15%	46%	46

### Years in Riverside

Up to 5	4%	15%	14%	17%	51%	131
5 to 10 years	2%	16%	18%	22%	41%	85
10-15 years	5%	30%	22%	13%	30%	107
More than 15 yrs.	4%	17%	15%	15%	49%	579

### Have Children

Yes	5%	22%	21%	19%	33%	395
No	4%	15%	12%	13%	56%	486

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Library

About how often did you or a member of your household use a city library during the past 12 months?

**# of surveys  
returned**

Never	Once or twice	3 to 5 times	6 to 10 times	More than 10 times	Don't know	
389	210	171	78	160	15	1023
38%	21%	17%	8%	16%	1%	100%

## Zip Codes

92501	29%	22%	18%	4%	25%	2%	51
92503	38%	14%	17%	13%	16%	2%	189
92504	40%	23%	16%	7%	13%	1%	183
92505	37%	22%	13%	6%	20%	2%	109
92506	37%	22%	18%	7%	15%	0%	307
92507	40%	24%	19%	6%	10%	1%	109
92508	38%	17%	13%	8%	20%	4%	71

## Gender

Male	43%	19%	16%	7%	12%	2%	443
Female	34%	22%	17%	8%	18%	1%	561

## Ethnicity

African American	32%	18%	6%	18%	24%	3%	34
Asian/Pacific	46%	24%	8%	8%	11%	3%	37
Native American	33%	28%	17%	11%	11%	0%	18
White	40%	21%	17%	7%	14%	1%	704
Hispanic	24%	19%	22%	8%	24%	3%	160
Other	31%	23%	19%	12%	15%	0%	26

## Age

Up to 34	40%	24%	10%	11%	12%	2%	131
35-44	26%	17%	27%	11%	18%	2%	217
45-59	34%	21%	19%	7%	16%	2%	348
60 & over	48%	22%	10%	5%	14%	1%	316

## Education

Up to high school	49%	21%	14%	4%	9%	2%	180
Some college	39%	20%	19%	7%	14%	1%	309
Two-year degree	36%	15%	18%	12%	16%	3%	150
Bachelor's degree	34%	19%	15%	9%	21%	2%	150
Graduate school	29%	25%	16%	8%	21%	1%	206

## Income

Under \$25,000	46%	22%	10%	9%	9%	4%	90
\$25,000-\$49,999	35%	18%	17%	8%	20%	2%	237
\$50,000-\$74,999	33%	23%	19%	9%	15%	1%	253
\$75,000-\$149,999	36%	20%	17%	8%	17%	1%	277
\$150,000 or more	40%	30%	12%	8%	8%	2%	50

## Years in Riverside

Up to 5	38%	20%	13%	8%	18%	2%	147
5 to 10 years	35%	13%	22%	9%	18%	3%	93
10-15 years	26%	26%	21%	12%	14%	2%	112
More than 15 yrs.	40%	21%	16%	7%	15%	1%	663

## Have Children

Yes	22%	20%	24%	11%	22%	1%	412
No	49%	21%	12%	5%	12%	2%	578

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Library

How would you rate the city libraries **overall**?

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know
167	352	70	13	31
26%	56%	11%	2%	5%

633  
100%

## Zip Codes

92501	34%	46%	11%	0%	9%	35
92503	34%	49%	12%	3%	3%	115
92504	24%	55%	12%	2%	7%	115
92505	24%	57%	10%	3%	6%	70
92506	28%	57%	10%	1%	4%	188
92507	21%	58%	9%	6%	6%	67
92508	12%	71%	15%	0%	2%	41

## Gender

Male	28%	54%	9%	2%	8%	256
Female	26%	56%	12%	2%	3%	370

## Ethnicity

African American	38%	50%	8%	0%	4%	24
Asian/Pacific	10%	48%	19%	5%	19%	21
Native American	31%	54%	8%	0%	8%	13
White	28%	57%	10%	1%	5%	419
Hispanic	25%	54%	14%	3%	3%	118
Other	11%	50%	17%	22%	0%	18

## Age

Up to 34	20%	54%	18%	3%	5%	79
35-44	23%	58%	13%	4%	2%	156
45-59	22%	61%	13%	1%	4%	228
60 & over	38%	46%	4%	2%	10%	167

## Education

Up to high school	30%	52%	10%	1%	7%	89
Some college	26%	55%	13%	2%	6%	192
Two-year degree	32%	52%	6%	2%	8%	97
Bachelor's degree	26%	55%	13%	3%	3%	98
Graduate school	22%	61%	12%	3%	2%	144

## Income

Under \$25,000	22%	60%	7%	4%	7%	45
\$25,000-\$49,999	34%	52%	8%	2%	4%	157
\$50,000-\$74,999	23%	57%	13%	1%	7%	168
\$75,000-\$149,999	24%	57%	13%	3%	3%	176
\$150,000 or more	19%	52%	19%	0%	10%	31

## Years in Riverside

Up to 5	22%	52%	14%	3%	8%	90
5 to 10 years	15%	64%	15%	0%	5%	59
10-15 years	24%	54%	15%	5%	2%	84
More than 15 yrs.	30%	55%	9%	2%	5%	398

## Have Children

Yes	24%	57%	15%	2%	2%	316
No	28%	55%	7%	2%	7%	300

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Library

How would you rate the city libraries' **availability of materials you want?**

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know
129	324	122	24	30
21%	52%	19%	4%	5%

629  
100%

## Zip Codes

92501	25%	44%	19%	3%	8%	36
92503	23%	50%	17%	7%	3%	112
92504	19%	59%	14%	1%	7%	111
92505	19%	43%	27%	6%	6%	70
92506	22%	51%	21%	3%	4%	190
92507	19%	54%	16%	6%	4%	67
92508	12%	59%	24%	2%	2%	41

## Gender

Male	20%	55%	14%	5%	7%	255
Female	21%	49%	24%	3%	3%	368

## Ethnicity

African American	39%	39%	17%	0%	4%	23
Asian/Pacific	10%	43%	24%	5%	19%	21
Native American	23%	54%	15%	0%	8%	13
White	21%	53%	18%	4%	5%	417
Hispanic	16%	52%	24%	4%	3%	117
Other	11%	50%	28%	11%	0%	18

## Age

Up to 34	13%	51%	23%	9%	5%	79
35-44	19%	53%	22%	4%	2%	156
45-59	19%	52%	23%	3%	4%	227
60 & over	29%	50%	9%	3%	9%	164

## Education

Up to high school	21%	55%	17%	1%	6%	89
Some college	20%	53%	18%	4%	6%	193
Two-year degree	25%	48%	17%	1%	8%	95
Bachelor's degree	18%	51%	19%	7%	4%	98
Graduate school	19%	49%	26%	5%	1%	143

## Income

Under \$25,000	15%	54%	24%	0%	7%	46
\$25,000-\$49,999	24%	51%	17%	3%	4%	156
\$50,000-\$74,999	18%	52%	18%	5%	7%	167
\$75,000-\$149,999	21%	51%	20%	5%	3%	177
\$150,000 or more	19%	42%	29%	0%	10%	31

## Years in Riverside

Up to 5	17%	48%	20%	8%	8%	90
5 to 10 years	12%	54%	25%	3%	5%	59
10-15 years	20%	49%	24%	5%	2%	82
More than 15 yrs.	23%	52%	17%	3%	5%	396

## Have Children

Yes	18%	53%	23%	4%	2%	317
No	22%	51%	16%	4%	7%	296

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Library

How would you rate the city libraries' hours of operation?

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know
110	361	106	15	36
18%	57%	17%	2%	6%

628  
100%

## Zip Codes

92501	26%	46%	20%	0%	9%	35
92503	18%	56%	21%	1%	4%	112
92504	19%	60%	12%	1%	7%	113
92505	16%	60%	13%	6%	6%	70
92506	19%	58%	16%	2%	5%	189
92507	15%	53%	18%	6%	8%	66
92508	7%	66%	22%	2%	2%	41

## Gender

Male	15%	59%	14%	2%	9%	253
Female	19%	56%	19%	2%	3%	369

## Ethnicity

African American	30%	61%	4%	0%	4%	23
Asian/Pacific	5%	62%	14%	0%	19%	21
Native American	15%	54%	31%	0%	0%	13
White	18%	57%	17%	2%	6%	416
Hispanic	17%	57%	17%	3%	5%	117
Other	11%	56%	22%	11%	0%	18

## Age

Up to 34	10%	59%	19%	4%	8%	79
35-44	17%	61%	17%	2%	2%	155
45-59	18%	55%	20%	3%	4%	226
60 & over	21%	56%	10%	1%	12%	165

## Education

Up to high school	18%	58%	15%	1%	8%	89
Some college	18%	58%	17%	2%	6%	193
Two-year degree	24%	51%	12%	5%	8%	95
Bachelor's degree	14%	60%	17%	4%	4%	98
Graduate school	14%	58%	23%	1%	4%	141

## Income

Under \$25,000	13%	67%	7%	4%	9%	45
\$25,000-\$49,999	20%	54%	19%	2%	4%	156
\$50,000-\$74,999	16%	59%	15%	2%	8%	167
\$75,000-\$149,999	16%	59%	18%	3%	4%	176
\$150,000 or more	26%	35%	26%	3%	10%	31

## Years in Riverside

Up to 5	13%	54%	20%	2%	10%	89
5 to 10 years	17%	61%	10%	3%	8%	59
10-15 years	15%	66%	16%	1%	2%	82
More than 15 yrs.	19%	56%	17%	3%	5%	396

## Have Children

Yes	16%	59%	20%	2%	3%	316
No	18%	57%	14%	3%	8%	296

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Library

How would you rate the city libraries' **convenience to your home?**

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know
178	317	86	19	27
28%	51%	14%	3%	4%

627  
100%

## Zip Codes

92501	63%	29%	3%	0%	6%	35
92503	32%	50%	14%	1%	4%	111
92504	30%	50%	12%	2%	6%	113
92505	39%	43%	10%	1%	6%	69
92506	24%	60%	12%	2%	3%	190
92507	21%	51%	16%	7%	4%	67
92508	3%	38%	40%	18%	3%	40

## Gender

Male	22%	53%	15%	4%	7%	254
Female	33%	49%	13%	3%	2%	367

## Ethnicity

African American	43%	39%	13%	0%	4%	23
Asian/Pacific	14%	48%	19%	0%	19%	21
Native American	31%	46%	23%	0%	0%	13
White	29%	52%	13%	2%	4%	415
Hispanic	27%	46%	14%	8%	5%	117
Other	17%	56%	22%	6%	0%	18

## Age

Up to 34	25%	42%	23%	4%	6%	77
35-44	27%	57%	12%	3%	1%	156
45-59	27%	53%	14%	3%	3%	226
60 & over	33%	45%	10%	3%	8%	165

## Education

Up to high school	25%	52%	14%	2%	7%	87
Some college	31%	49%	12%	3%	6%	193
Two-year degree	33%	47%	10%	3%	7%	94
Bachelor's degree	28%	50%	20%	1%	1%	98
Graduate school	24%	55%	15%	6%	1%	143

## Income

Under \$25,000	30%	50%	11%	2%	7%	44
\$25,000-\$49,999	35%	42%	14%	3%	5%	154
\$50,000-\$74,999	29%	54%	8%	3%	5%	167
\$75,000-\$149,999	21%	53%	19%	3%	3%	177
\$150,000 or more	19%	65%	13%	0%	3%	31

## Years in Riverside

Up to 5	31%	41%	16%	3%	9%	90
5 to 10 years	31%	51%	12%	2%	5%	59
10-15 years	18%	49%	23%	7%	2%	83
More than 15 yrs.	30%	53%	12%	2%	4%	393

## Have Children

Yes	25%	55%	14%	3%	2%	315
No	31%	47%	13%	3%	6%	297



# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Library

How would you rate the city libraries' helpfulness and courtesy of staff?

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know
236	292	59	8	32
38%	47%	9%	1%	5%

627  
100%

## Zip Codes

92501	54%	26%	14%	0%	6%	35
92503	39%	48%	9%	2%	3%	111
92504	38%	47%	6%	1%	8%	112
92505	35%	45%	13%	1%	6%	69
92506	41%	46%	9%	2%	3%	190
92507	34%	46%	10%	1%	7%	67
92508	20%	66%	10%	0%	5%	41

## Gender

Male	36%	47%	7%	2%	8%	252
Female	39%	46%	11%	1%	3%	369

## Ethnicity

African American	57%	35%	0%	0%	9%	23
Asian/Pacific	24%	38%	14%	5%	19%	21
Native American	33%	25%	33%	0%	8%	12
White	40%	47%	7%	1%	5%	417
Hispanic	30%	48%	16%	1%	4%	116
Other	17%	56%	22%	6%	0%	18

## Age

Up to 34	32%	42%	16%	3%	8%	79
35-44	39%	44%	14%	1%	2%	155
45-59	32%	55%	8%	2%	4%	225
60 & over	47%	40%	4%	0%	9%	165

## Education

Up to high school	35%	44%	11%	1%	8%	88
Some college	36%	46%	11%	1%	6%	193
Two-year degree	43%	43%	2%	4%	9%	94
Bachelor's degree	38%	49%	11%	1%	1%	98
Graduate school	37%	51%	9%	0%	3%	142

## Income

Under \$25,000	33%	44%	11%	2%	9%	45
\$25,000-\$49,999	45%	37%	12%	1%	4%	155
\$50,000-\$74,999	35%	50%	8%	0%	8%	167
\$75,000-\$149,999	32%	53%	10%	3%	3%	176
\$150,000 or more	39%	55%	3%	0%	3%	31

## Years in Riverside

Up to 5	34%	40%	16%	0%	10%	90
5 to 10 years	42%	39%	12%	2%	5%	59
10-15 years	33%	50%	11%	2%	4%	82
More than 15 yrs.	39%	48%	7%	1%	4%	394

## Have Children

Yes	35%	48%	13%	1%	3%	316
No	39%	46%	6%	1%	7%	295

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Library

How would you rate the city libraries' atmosphere/condition of facilities?

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know
156	316	96	30	27
25%	51%	15%	5%	4%

625  
100%

## Zip Codes

92501	40%	29%	20%	6%	6%	35
92503	27%	50%	13%	7%	3%	112
92504	23%	55%	14%	2%	7%	111
92505	26%	56%	6%	7%	6%	70
92506	27%	46%	20%	5%	3%	188
92507	23%	55%	12%	6%	5%	66
92508	10%	66%	22%	0%	2%	41

## Gender

Male	23%	54%	12%	4%	8%	252
Female	27%	48%	18%	5%	2%	367

## Ethnicity

African American	43%	48%	4%	0%	4%	23
Asian/Pacific	14%	38%	14%	14%	19%	21
Native American	17%	50%	25%	0%	8%	12
White	26%	50%	15%	4%	4%	414
Hispanic	21%	55%	16%	5%	3%	117
Other	11%	50%	22%	17%	0%	18

## Age

Up to 34	24%	39%	24%	8%	5%	79
35-44	21%	57%	15%	5%	2%	155
45-59	21%	55%	16%	6%	3%	227
60 & over	35%	44%	11%	2%	8%	161

## Education

Up to high school	24%	55%	14%	1%	6%	87
Some college	26%	49%	15%	4%	6%	193
Two-year degree	29%	46%	11%	5%	8%	95
Bachelor's degree	26%	51%	15%	7%	1%	97
Graduate school	20%	50%	22%	6%	1%	141

## Income

Under \$25,000	20%	57%	14%	2%	7%	44
\$25,000-\$49,999	32%	49%	12%	3%	4%	156
\$50,000-\$74,999	25%	50%	14%	5%	7%	167
\$75,000-\$149,999	20%	51%	18%	7%	3%	177
\$150,000 or more	17%	50%	20%	10%	3%	30

## Years in Riverside

Up to 5	21%	37%	27%	8%	8%	90
5 to 10 years	25%	54%	10%	5%	5%	59
10-15 years	24%	48%	20%	6%	2%	82
More than 15 yrs.	26%	54%	13%	4%	4%	392

## Have Children

Yes	23%	53%	16%	6%	2%	317
No	26%	49%	15%	4%	6%	292

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Library

If yes, what was the nature of your most recent library contact? (Choose one only)

# of surveys

	Check out materials	Assist child	Attend program	Request assistance	Computer access	<u>returned</u>
	445	266	57	157	68	993
	45%	27%	6%	16%	7%	100%
<i>Zip Codes</i>						
92501	70%	48%	18%	39%	21%	33
92503	81%	54%	9%	25%	15%	105
92504	71%	48%	7%	26%	12%	103
92505	78%	38%	9%	28%	13%	64
92506	77%	39%	8%	29%	7%	181
92507	74%	39%	10%	19%	15%	62
92508	68%	63%	20%	20%	8%	40
<i>Gender</i>						
Male	70%	43%	9%	32%	14%	228
Female	79%	47%	10%	23%	10%	356
<i>Ethnicity</i>						
African American	82%	45%	5%	32%	14%	22
Asian/Pacific	71%	35%	24%	18%	6%	17
Native American	73%	73%	36%	55%	45%	11
White	74%	40%	8%	27%	6%	391
Hispanic	80%	61%	10%	23%	29%	112
Other	76%	59%	18%	35%	18%	17
<i>Age</i>						
Up to 34	80%	51%	13%	21%	17%	76
35-44	77%	65%	9%	19%	14%	154
45-59	68%	48%	7%	26%	11%	208
60 & over	82%	18%	11%	39%	8%	148
<i>Education</i>						
Up to high school	74%	56%	7%	21%	14%	84
Some college	77%	45%	8%	21%	11%	183
Two-year degree	76%	60%	10%	24%	16%	87
Bachelor's degree	74%	35%	15%	38%	9%	91
Graduate school	76%	37%	8%	31%	8%	132
<i>Income</i>						
Under \$25,000	68%	43%	18%	27%	14%	44
\$25,000-\$49,999	86%	44%	12%	27%	22%	148
\$50,000-\$74,999	77%	42%	8%	28%	12%	154
\$75,000-\$149,999	68%	51%	5%	24%	3%	164
\$150,000 or more	70%	33%	7%	22%	4%	27
<i>Years in Riverside</i>						
Up to 5	82%	43%	5%	23%	14%	87
5 to 10 years	77%	59%	16%	20%	11%	56
10-15 years	65%	60%	9%	17%	17%	78
More than 15 yrs.	76%	41%	10%	31%	10%	369
<i>Have Children</i>						
Yes	74%	70%	10%	19%	14%	305
No	76%	18%	9%	35%	9%	271

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Development of the City

Has there been any new commercial development (such as shopping, offices, industry) in, or near your neighborhood in the past 12 months? # of surveys returned

Yes	No	Don't know	
517	415	72	1004
51%	41%	7%	100%

## Zip Codes

92501	43%	51%	6%	51
92503	40%	50%	10%	187
92504	48%	44%	8%	176
92505	37%	51%	11%	105
92506	57%	39%	4%	303
92507	50%	41%	8%	107
92508	99%	0%	1%	71

## Gender

Male	51%	44%	5%	430
Female	52%	40%	8%	556

## Ethnicity

African American	51%	31%	17%	35
Asian/Pacific	44%	44%	12%	34
Native American	67%	22%	11%	18
White	52%	43%	5%	689
Hispanic	51%	38%	11%	157
Other	44%	48%	7%	27

## Age

Up to 34	62%	32%	6%	128
35-44	61%	30%	9%	215
45-59	51%	43%	6%	341
60 & over	40%	52%	7%	309

## Education

Up to high school	50%	41%	9%	175
Some college	52%	42%	7%	305
Two-year degree	52%	39%	9%	146
Bachelor's degree	56%	41%	3%	145
Graduate school	50%	44%	6%	205

## Income

Under \$25,000	44%	43%	13%	88
\$25,000-\$49,999	46%	42%	12%	233
\$50,000-\$74,999	57%	37%	6%	247
\$75,000-\$149,999	57%	39%	4%	271
\$150,000 or more	46%	54%	0%	50

## Years in Riverside

Up to 5	54%	35%	10%	144
5 to 10 years	57%	33%	11%	92
10-15 years	62%	34%	4%	112
More than 15 yrs.	48%	45%	6%	648

## Have Children

Yes	60%	33%	7%	409
No	46%	47%	7%	563

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Development of the City

If yes, how do you rate the development for **quality of appearance?**

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know	
155	259	51	21	32	518
30%	50%	10%	4%	6%	100%

### Zip Codes

92501	17%	52%	22%	0%	9%	23
92503	32%	49%	9%	3%	8%	79
92504	24%	54%	11%	4%	7%	89
92505	33%	38%	12%	7%	10%	42
92506	28%	52%	9%	6%	5%	162
92507	19%	58%	8%	6%	9%	53
92508	52%	41%	7%	0%	0%	69

### Gender

Male	30%	50%	11%	4%	5%	215
Female	30%	50%	8%	4%	7%	292

### Ethnicity

African American	35%	53%	12%	0%	0%	17
Asian/Pacific	33%	53%	13%	0%	0%	15
Native American	54%	46%	0%	0%	0%	13
White	29%	50%	9%	4%	8%	354
Hispanic	32%	49%	13%	4%	2%	84
Other	27%	55%	0%	18%	0%	11

### Age

Up to 34	41%	41%	10%	2%	6%	83
35-44	26%	54%	10%	5%	6%	133
45-59	35%	47%	9%	5%	3%	174
60 & over	20%	55%	11%	3%	11%	121

### Education

Up to high school	21%	49%	17%	3%	9%	89
Some college	26%	54%	9%	4%	8%	159
Two-year degree	41%	38%	11%	7%	2%	82
Bachelor's degree	31%	50%	6%	8%	5%	78
Graduate school	35%	53%	6%	0%	5%	96

### Income

Under \$25,000	19%	49%	12%	5%	16%	43
\$25,000-\$49,999	30%	52%	11%	3%	5%	111
\$50,000-\$74,999	28%	53%	12%	3%	4%	138
\$75,000-\$149,999	40%	44%	7%	6%	3%	151
\$150,000 or more	39%	43%	4%	0%	13%	23

### Years in Riverside

Up to 5	33%	50%	9%	0%	9%	80
5 to 10 years	38%	49%	8%	2%	4%	53
10-15 years	41%	45%	12%	1%	1%	69
More than 15 yrs.	26%	51%	10%	6%	7%	312

### Have Children

Yes	33%	49%	9%	4%	5%	250
No	27%	50%	11%	4%	7%	254

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Development of the City

If yes, how do you rate the development for **improving access to services and shopping?**

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know
114	230	61	43	55
23%	46%	12%	9%	11%

503  
100%

### Zip Codes

92501	10%	50%	10%	15%	15%	20
92503	26%	45%	11%	7%	12%	76
92504	22%	41%	13%	8%	16%	83
92505	21%	40%	14%	12%	12%	42
92506	22%	49%	9%	10%	10%	161
92507	8%	49%	24%	8%	12%	51
92508	36%	45%	12%	4%	3%	69

### Gender

Male	21%	48%	13%	9%	10%	206
Female	24%	45%	12%	8%	12%	286

### Ethnicity

African American	33%	50%	11%	0%	6%	18
Asian/Pacific	43%	21%	7%	29%	0%	14
Native American	31%	38%	23%	0%	8%	13
White	20%	47%	11%	9%	14%	346
Hispanic	28%	48%	15%	5%	5%	80
Other	36%	46%	9%	9%	0%	11

### Age

Up to 34	33%	37%	18%	4%	8%	83
35-44	20%	50%	12%	9%	10%	128
45-59	26%	45%	8%	12%	9%	169
60 & over	14%	49%	13%	7%	17%	116

### Education

Up to high school	20%	47%	17%	3%	13%	87
Some college	18%	47%	13%	6%	16%	153
Two-year degree	29%	51%	8%	9%	4%	77
Bachelor's degree	21%	34%	12%	22%	11%	76
Graduate school	29%	47%	10%	6%	8%	98

### Income

Under \$25,000	17%	37%	17%	7%	22%	41
\$25,000-\$49,999	21%	47%	17%	6%	9%	107
\$50,000-\$74,999	21%	50%	11%	7%	11%	137
\$75,000-\$149,999	28%	44%	11%	12%	5%	150
\$150,000 or more	32%	42%	5%	11%	11%	19

### Years in Riverside

Up to 5	36%	34%	21%	3%	7%	76
5 to 10 years	21%	60%	9%	4%	6%	53
10-15 years	25%	57%	10%	4%	3%	67
More than 15 yrs.	19%	43%	11%	12%	15%	304

### Have Children

Yes	25%	46%	11%	9%	10%	247
No	20%	46%	14%	8%	12%	244

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Development of the City

Has there been any new residential development in your neighborhood in the last 12 months?

**# of surveys  
returned**

Yes	No	Don't know	
399	527	81	1007
40%	52%	8%	100%

### Zip Codes

92501	65%	27%	8%	51
92503	71%	104%	14%	189
92504	34%	59%	7%	178
92505	68%	28%	5%	105
92506	25%	66%	9%	305
92507	25%	63%	12%	105
92508	86%	10%	4%	70

### Gender

Male	39%	54%	7%	430
Female	222%	290%	46%	558

### Ethnicity

African American	37%	49%	14%	35
Asian/Pacific	41%	47%	12%	34
Native American	17%	72%	11%	18
White	40%	54%	7%	689
Hispanic	43%	46%	11%	160
Other	37%	59%	4%	27

### Age

Up to 34	39%	50%	11%	131
35-44	46%	44%	10%	212
45-59	42%	53%	4%	344
60 & over	32%	59%	9%	309

### Education

Up to high school	40%	50%	10%	177
Some college	38%	53%	8%	305
Two-year degree	44%	46%	10%	146
Bachelor's degree	39%	55%	5%	147
Graduate school	38%	57%	5%	203

### Income

Under \$25,000	30%	58%	12%	86
\$25,000-\$49,999	37%	49%	14%	235
\$50,000-\$74,999	43%	51%	6%	247
\$75,000-\$149,999	43%	53%	4%	272
\$150,000 or more	36%	62%	2%	50

### Years in Riverside

Up to 5	40%	48%	12%	145
5 to 10 years	39%	46%	15%	93
10-15 years	55%	40%	5%	110
More than 15 yrs.	37%	57%	6%	651

### Have Children

Yes	47%	46%	6%	409
No	35%	57%	8%	567

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Development of the City

If yes, how do you rate the (residential) development in **quality of appearance?**

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know
146	205	28	23	28
34%	48%	7%	5%	7%

430  
100%

### Zip Codes

92501	24%	44%	18%	9%	6%	34
92503	26%	57%	7%	7%	4%	74
92504	30%	45%	7%	3%	14%	69
92505	42%	44%	4%	8%	1%	73
92506	34%	47%	5%	6%	8%	87
92507	24%	48%	7%	7%	14%	29
92508	48%	47%	5%	0%	0%	62

### Gender

Male	30%	50%	4%	7%	9%	181
Female	37%	46%	8%	5%	4%	238

### Ethnicity

African American	38%	54%	8%	0%	0%	13
Asian/Pacific	43%	57%	0%	0%	0%	14
Native American	40%	20%	20%	0%	20%	5
White	33%	47%	7%	6%	7%	293
Hispanic	35%	51%	4%	3%	7%	74
Other	36%	27%	9%	18%	9%	11

### Age

Up to 34	47%	39%	5%	2%	7%	57
35-44	30%	43%	9%	8%	9%	106
45-59	32%	55%	4%	5%	4%	154
60 & over	32%	46%	8%	6%	7%	108

### Education

Up to high school	26%	49%	10%	8%	8%	78
Some college	29%	52%	6%	3%	10%	127
Two-year degree	46%	44%	4%	3%	3%	68
Bachelor's degree	34%	50%	5%	8%	3%	62
Graduate school	37%	45%	7%	6%	5%	83

### Income

Under \$25,000	32%	41%	6%	9%	12%	34
\$25,000-\$49,999	32%	48%	6%	3%	10%	93
\$50,000-\$74,999	33%	52%	7%	2%	6%	115
\$75,000-\$149,999	34%	48%	6%	8%	4%	122
\$150,000 or more	55%	35%	0%	10%	0%	20

### Years in Riverside

Up to 5	41%	34%	6%	6%	13%	70
5 to 10 years	29%	51%	5%	7%	7%	41
10-15 years	43%	51%	5%	0%	2%	61
More than 15 yrs.	30%	50%	7%	6%	6%	256

### Have Children

Yes	40%	45%	5%	5%	4%	204
No	28%	50%	8%	6%	8%	215



# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Development of the City

If yes, how do you rate the (residential) development in **improving your neighborhood as a place to live?**

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know
123	173	46	40	38
29%	41%	11%	10%	9%

420  
100%

### Zip Codes

92501	18%	45%	15%	9%	12%
92503	21%	51%	11%	10%	8%
92504	27%	39%	9%	6%	19%
92505	37%	37%	13%	10%	4%
92506	33%	39%	10%	10%	8%
92507	29%	43%	7%	7%	14%
92508	35%	37%	13%	15%	0%

33  
73  
67  
71  
84  
28  
62

### Gender

Male	25%	40%	12%	12%	11%
Female	34%	41%	10%	8%	7%

179  
232

### Ethnicity

African American	42%	42%	8%	0%	8%
Asian/Pacific	36%	36%	7%	21%	0%
Native American	40%	40%	0%	0%	20%
White	30%	38%	11%	10%	11%
Hispanic	26%	53%	10%	6%	6%
Other	36%	27%	27%	0%	9%

12  
14  
5  
288  
70  
11

### Age

Up to 34	35%	46%	9%	4%	7%
35-44	28%	38%	12%	14%	9%
45-59	30%	39%	12%	9%	10%
60 & over	29%	44%	10%	8%	10%

57  
104  
149  
105

### Education

Up to high school	23%	48%	9%	12%	8%
Some college	26%	46%	8%	5%	16%
Two-year degree	37%	42%	8%	9%	5%
Bachelor's degree	31%	32%	13%	18%	6%
Graduate school	35%	36%	17%	9%	4%

75  
125  
65  
62  
81

### Income

Under \$25,000	30%	45%	3%	6%	15%
\$25,000-\$49,999	29%	45%	9%	5%	13%
\$50,000-\$74,999	28%	49%	9%	5%	9%
\$75,000-\$149,999	30%	37%	14%	14%	5%
\$150,000 or more	50%	25%	20%	5%	0%

33  
87  
114  
121  
20

### Years in Riverside

Up to 5	38%	41%	6%	5%	11%
5 to 10 years	23%	50%	15%	8%	5%
10-15 years	34%	42%	8%	14%	2%
More than 15 yrs.	27%	39%	12%	10%	11%

66  
40  
59  
253

### Have Children

Yes	34%	37%	11%	11%	7%
No	26%	44%	11%	8%	11%

202  
209

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Development of the City

How do you rate the availability of parking in the downtown business area?

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know
15	205	389	300	99
1%	20%	39%	30%	10%

1008  
100%

### Zip Codes

92501	2%	34%	28%	34%	2%	50
92503	2%	21%	38%	30%	9%	185
92504	2%	21%	38%	29%	10%	182
92505	1%	19%	39%	23%	19%	108
92506	1%	18%	41%	31%	9%	302
92507	3%	22%	35%	31%	9%	106
92508	1%	17%	44%	34%	4%	71

### Gender

Male	2%	21%	39%	27%	11%	434
Female	1%	20%	38%	31%	9%	555

### Ethnicity

African American	0%	29%	51%	9%	11%	35
Asian/Pacific	0%	23%	34%	29%	14%	35
Native American	12%	6%	35%	29%	18%	17
White	1%	19%	40%	30%	10%	692
Hispanic	4%	26%	33%	30%	7%	159
Other	4%	27%	19%	38%	12%	26

### Age

Up to 34	3%	15%	44%	28%	10%	130
35-44	1%	23%	39%	29%	8%	211
45-59	2%	22%	38%	34%	5%	343
60 & over	1%	20%	36%	26%	17%	313

### Education

Up to high school	1%	15%	37%	28%	19%	180
Some college	2%	17%	37%	36%	9%	302
Two-year degree	1%	28%	38%	25%	9%	149
Bachelor's degree	0%	26%	42%	25%	7%	148
Graduate school	2%	23%	42%	28%	6%	200

### Income

Under \$25,000	1%	23%	33%	22%	22%	88
\$25,000-\$49,999	2%	19%	39%	27%	12%	236
\$50,000-\$74,999	1%	20%	43%	28%	8%	249
\$75,000-\$149,999	1%	25%	34%	34%	6%	272
\$150,000 or more	0%	20%	52%	24%	4%	46

### Years in Riverside

Up to 5	3%	21%	41%	23%	12%	145
5 to 10 years	0%	22%	40%	27%	11%	91
10-15 years	1%	24%	44%	26%	5%	110
More than 15 yrs.	1%	20%	37%	32%	10%	654

### Have Children

Yes	1%	20%	44%	30%	6%	406
No	2%	21%	35%	30%	12%	569

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Public Safety

How safe do you feel in your neighborhood during the **day**?

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know
374	560	75	15	2
36%	55%	7%	1%	0%

1026  
100%

### Zip Codes

92501	20%	67%	12%	2%	0%	51
92503	27%	67%	12%	2%	0%	190
92504	32%	56%	9%	3%	1%	187
92505	28%	60%	13%	0%	0%	109
92506	50%	45%	4%	1%	0%	306
92507	31%	56%	7%	4%	1%	108
92508	46%	48%	6%	0%	0%	71

### Gender

Male	38%	53%	8%	1%	0%	442
Female	36%	56%	7%	1%	0%	565

### Ethnicity

African American	26%	60%	14%	0%	0%	35
Asian/Pacific	22%	57%	19%	3%	0%	37
Native American	50%	39%	6%	6%	0%	18
White	39%	54%	6%	1%	0%	704
Hispanic	30%	57%	9%	4%	1%	161
Other	41%	52%	7%	0%	0%	27

### Age

Up to 34	30%	57%	11%	3%	0%	132
35-44	41%	50%	7%	1%	0%	216
45-59	40%	52%	6%	1%	0%	350
60 & over	32%	59%	8%	1%	0%	317

### Education

Up to high school	26%	63%	9%	2%	1%	182
Some college	35%	57%	6%	2%	0%	310
Two-year degree	39%	50%	10%	1%	0%	150
Bachelor's degree	34%	59%	7%	1%	0%	150
Graduate school	49%	43%	6%	1%	0%	205

### Income

Under \$25,000	26%	60%	8%	3%	2%	91
\$25,000-\$49,999	29%	59%	9%	3%	0%	240
\$50,000-\$74,999	33%	58%	8%	1%	0%	251
\$75,000-\$149,999	49%	44%	7%	1%	0%	276
\$150,000 or more	48%	48%	4%	0%	0%	50

### Years in Riverside

Up to 5	39%	54%	6%	1%	0%	147
5 to 10 years	29%	58%	12%	1%	0%	93
10-15 years	38%	54%	7%	0%	0%	112
More than 15 yrs.	37%	54%	7%	2%	0%	666

### Have Children

Yes	38%	55%	6%	1%	0%	413
No	36%	54%	8%	2%	0%	580

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Public Safety

How safe do you feel in your neighborhood during the **night**?

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know
198	521	208	78	12
19%	51%	20%	8%	1%

1017  
100%

### Zip Codes

92501	6%	44%	36%	14%	0%	50
92503	11%	58%	22%	9%	1%	186
92504	16%	49%	24%	11%	1%	187
92505	14%	52%	27%	6%	2%	108
92506	30%	52%	13%	4%	1%	304
92507	18%	44%	22%	13%	3%	108
92508	27%	50%	21%	1%	0%	70

### Gender

Male	21%	51%	19%	7%	1%	440
Female	18%	52%	22%	8%	1%	559

### Ethnicity

African American	18%	44%	18%	21%	0%	34
Asian/Pacific	8%	49%	32%	11%	0%	37
Native American	24%	47%	18%	12%	0%	17
White	21%	51%	21%	5%	1%	699
Hispanic	11%	58%	20%	9%	1%	159
Other	19%	56%	7%	11%	7%	27

### Age

Up to 34	14%	43%	27%	16%	0%	131
35-44	24%	49%	19%	7%	0%	217
45-59	19%	53%	21%	5%	1%	344
60 & over	18%	55%	18%	6%	3%	314

### Education

Up to high school	14%	54%	23%	8%	2%	176
Some college	18%	54%	20%	7%	1%	311
Two-year degree	19%	51%	20%	9%	1%	147
Bachelor's degree	19%	49%	22%	7%	3%	150
Graduate school	26%	48%	20%	6%	0%	204

### Income

Under \$25,000	16%	46%	22%	11%	4%	89
\$25,000-\$49,999	13%	50%	24%	11%	2%	236
\$50,000-\$74,999	17%	56%	20%	7%	0%	250
\$75,000-\$149,999	27%	48%	20%	5%	0%	275
\$150,000 or more	40%	52%	6%	2%	0%	50

### Years in Riverside

Up to 5	19%	51%	20%	10%	1%	146
5 to 10 years	16%	54%	21%	8%	1%	92
10-15 years	22%	57%	19%	2%	1%	113
More than 15 yrs.	19%	50%	21%	8%	1%	658

### Have Children

Yes	18%	51%	23%	7%	0%	412
No	20%	52%	19%	7%	2%	572

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Public Safety

How safe do you feel in the City of Riverside's downtown business area during the **day**?

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know
175	599	125	20	104
17%	59%	12%	2%	10%

1023  
100%

### Zip Codes

92501	22%	57%	12%	2%	8%	51
92503	15%	63%	9%	3%	9%	189
92504	15%	59%	15%	2%	9%	186
92505	16%	51%	13%	0%	20%	109
92506	21%	58%	10%	2%	10%	305
92507	17%	57%	17%	0%	9%	108
92508	11%	65%	15%	4%	4%	71

### Gender

Male	19%	56%	11%	2%	12%	440
Female	16%	60%	13%	2%	9%	564

### Ethnicity

African American	20%	63%	9%	0%	9%	35
Asian/Pacific	14%	51%	16%	3%	16%	37
Native American	22%	50%	6%	6%	17%	18
White	18%	58%	13%	2%	10%	700
Hispanic	16%	61%	11%	4%	7%	161
Other	22%	56%	7%	0%	15%	27

### Age

Up to 34	21%	54%	15%	3%	7%	131
35-44	16%	64%	14%	2%	4%	216
45-59	18%	60%	13%	3%	7%	350
60 & over	15%	55%	9%	1%	20%	315

### Education

Up to high school	10%	57%	13%	1%	19%	182
Some college	15%	57%	12%	2%	13%	308
Two-year degree	18%	55%	16%	3%	8%	148
Bachelor's degree	19%	70%	7%	1%	3%	150
Graduate school	24%	57%	11%	2%	5%	206

### Income

Under \$25,000	12%	53%	9%	0%	26%	90
\$25,000-\$49,999	18%	56%	11%	4%	11%	238
\$50,000-\$74,999	17%	61%	13%	0%	9%	251
\$75,000-\$149,999	18%	61%	11%	3%	7%	276
\$150,000 or more	30%	60%	10%	0%	0%	50

### Years in Riverside

Up to 5	26%	54%	9%	3%	7%	147
5 to 10 years	13%	62%	14%	1%	10%	92
10-15 years	12%	64%	16%	1%	8%	113
More than 15 yrs.	17%	58%	12%	2%	11%	663

### Have Children

Yes	18%	62%	14%	2%	5%	414
No	16%	56%	11%	2%	14%	576

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Public Safety

How safe do you feel in the City of Riverside's downtown business area during the **night**?

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know
31	249	323	182	226
3%	25%	32%	18%	22%

1011  
100%

### Zip Codes

92501	2%	24%	45%	16%	14%
92503	4%	30%	26%	21%	19%
92504	4%	23%	30%	17%	26%
92505	3%	18%	32%	14%	33%
92506	3%	24%	37%	15%	22%
92507	3%	29%	24%	21%	23%
92508	0%	24%	36%	29%	11%

51  
184  
185  
108  
301  
108  
70

### Gender

Male	4%	28%	29%	16%	23%
Female	2%	21%	34%	20%	22%

436  
557

### Ethnicity

African American	3%	26%	11%	14%	46%
Asian/Pacific	0%	14%	30%	16%	41%
Native American	11%	39%	11%	17%	22%
White	3%	23%	35%	18%	21%
Hispanic	3%	35%	29%	18%	16%
Other	4%	33%	22%	15%	26%

35  
37  
18  
692  
159  
27

### Age

Up to 34	4%	26%	31%	25%	15%
35-44	1%	27%	34%	21%	17%
45-59	4%	23%	37%	19%	17%
60 & over	3%	24%	25%	12%	35%

130  
217  
345  
308

### Education

Up to high school	4%	29%	24%	16%	28%
Some college	3%	24%	28%	21%	24%
Two-year degree	3%	22%	35%	17%	23%
Bachelor's degree	1%	29%	37%	15%	19%
Graduate school	4%	20%	39%	19%	18%

178  
307  
145  
150  
205

### Income

Under \$25,000	3%	33%	20%	8%	36%
\$25,000-\$49,999	5%	24%	25%	23%	24%
\$50,000-\$74,999	3%	27%	33%	15%	21%
\$75,000-\$149,999	2%	22%	38%	20%	18%
\$150,000 or more	4%	34%	42%	12%	8%

89  
235  
248  
274  
50

### Years in Riverside

Up to 5	1%	32%	34%	12%	20%
5 to 10 years	2%	26%	33%	16%	23%
10-15 years	2%	30%	28%	20%	19%
More than 15 yrs.	4%	22%	32%	19%	23%

145  
92  
113  
654

### Have Children

Yes	2%	24%	36%	22%	16%
No	3%	25%	30%	15%	27%

413  
565

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Public Safety

How would you rate the overall quality of service you received from the Police Department?

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know
207	439	106	54	190
21%	44%	11%	5%	19%

996  
100%

### Zip Codes

92501	27%	43%	14%	4%	12%
92503	20%	44%	9%	9%	18%
92504	16%	53%	11%	3%	16%
92505	19%	36%	14%	7%	24%
92506	25%	43%	10%	4%	18%
92507	15%	43%	11%	8%	23%
92508	25%	38%	9%	4%	25%

49  
180  
184  
108  
298  
105  
69

### Gender

Male	21%	42%	14%	6%	16%
Female	20%	46%	8%	4%	22%

439  
538

### Ethnicity

African American	21%	36%	12%	3%	27%
Asian/Pacific	8%	35%	16%	5%	35%
Native American	22%	44%	17%	11%	6%
White	22%	47%	9%	5%	18%
Hispanic	19%	41%	15%	6%	19%
Other	23%	31%	12%	8%	27%

33  
37  
18  
685  
155  
26

### Age

Up to 34	16%	39%	17%	8%	20%
35-44	23%	42%	8%	6%	21%
45-59	21%	44%	12%	7%	16%
60 & over	20%	48%	8%	3%	21%

126  
209  
342  
308

### Education

Up to high school	21%	46%	12%	5%	17%
Some college	19%	46%	9%	8%	19%
Two-year degree	23%	42%	14%	4%	17%
Bachelor's degree	19%	44%	9%	8%	20%
Graduate school	22%	42%	12%	2%	23%

175  
302  
143  
148  
199

### Income

Under \$25,000	13%	51%	7%	9%	20%
\$25,000-\$49,999	21%	39%	13%	6%	21%
\$50,000-\$74,999	21%	50%	9%	4%	17%
\$75,000-\$149,999	23%	42%	12%	4%	19%
\$150,000 or more	25%	42%	4%	8%	21%

85  
235  
246  
269  
48

### Years in Riverside

Up to 5	19%	31%	11%	7%	33%
5 to 10 years	18%	46%	9%	3%	24%
10-15 years	20%	47%	10%	6%	18%
More than 15 yrs.	22%	46%	11%	5%	16%

140  
90  
107  
651

### Have Children

Yes	22%	44%	9%	6%	18%
No	19%	45%	11%	5%	19%

401  
562

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Public Safety

How would you rate the effort of the Police Department in addressing neighborhood concerns?

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know
154	379	142	76	266
15%	37%	14%	7%	26%

1017  
100%

### Zip Codes

92501	18%	38%	16%	12%	16%	50
92503	14%	38%	15%	12%	21%	189
92504	15%	43%	12%	5%	25%	186
92505	11%	33%	20%	8%	28%	107
92506	17%	36%	13%	5%	28%	306
92507	13%	33%	12%	9%	32%	105
92508	19%	36%	10%	7%	29%	70

### Gender

Male	17%	36%	17%	9%	22%	442
Female	14%	39%	12%	6%	29%	556

### Ethnicity

African American	9%	34%	17%	9%	31%	35
Asian/Pacific	14%	27%	14%	8%	38%	37
Native American	17%	33%	17%	11%	22%	18
White	16%	39%	13%	6%	26%	697
Hispanic	14%	38%	15%	12%	21%	160
Other	15%	35%	8%	12%	31%	26

### Age

Up to 34	14%	31%	15%	12%	28%	131
35-44	18%	34%	12%	9%	26%	213
45-59	14%	39%	16%	9%	22%	348
60 & over	15%	40%	12%	3%	30%	314

### Education

Up to high school	16%	38%	17%	5%	25%	180
Some college	13%	40%	13%	8%	26%	310
Two-year degree	17%	34%	16%	12%	21%	147
Bachelor's degree	12%	35%	12%	10%	32%	147
Graduate school	18%	37%	14%	3%	28%	204

### Income

Under \$25,000	13%	33%	17%	9%	28%	86
\$25,000-\$49,999	15%	39%	9%	8%	28%	239
\$50,000-\$74,999	13%	43%	17%	6%	22%	250
\$75,000-\$149,999	19%	35%	14%	7%	25%	276
\$150,000 or more	20%	29%	8%	8%	35%	49

### Years in Riverside

Up to 5	16%	30%	12%	8%	34%	146
5 to 10 years	15%	41%	13%	5%	25%	92
10-15 years	15%	41%	13%	8%	23%	111
More than 15 yrs.	15%	38%	14%	7%	25%	660

### Have Children

Yes	18%	35%	15%	9%	24%	410
No	13%	39%	13%	6%	28%	574



# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Public Safety

How safe do you feel from fire in your neighborhood?

**# of surveys  
returned**

Very safe	Safe	Fair	Poor	Don't know
298	530	134	25	30
29%	52%	13%	2%	3%

1017  
100%

### Zip Codes

92501	34%	40%	18%	8%	0%	50
92503	28%	60%	7%	2%	4%	189
92504	29%	55%	12%	2%	2%	186
92505	19%	50%	25%	3%	3%	106
92506	34%	50%	11%	2%	3%	305
92507	20%	50%	23%	2%	6%	107
92508	43%	47%	6%	1%	3%	70

### Gender

Male	32%	52%	12%	2%	2%	443
Female	28%	51%	14%	3%	4%	555

### Ethnicity

African American	39%	48%	9%	0%	3%	33
Asian/Pacific	14%	59%	11%	8%	8%	37
Native American	50%	33%	11%	0%	6%	18
White	32%	52%	12%	2%	2%	699
Hispanic	25%	52%	18%	2%	4%	159
Other	11%	44%	26%	11%	7%	27

### Age

Up to 34	19%	52%	18%	5%	5%	130
35-44	28%	53%	13%	3%	3%	215
45-59	32%	51%	12%	3%	2%	344
60 & over	32%	52%	13%	0%	3%	317

### Education

Up to high school	25%	57%	15%	1%	1%	181
Some college	27%	54%	14%	3%	3%	309
Two-year degree	36%	47%	11%	3%	3%	148
Bachelor's degree	26%	51%	12%	4%	7%	146
Graduate school	35%	49%	12%	1%	2%	204

### Income

Under \$25,000	22%	56%	15%	2%	4%	89
\$25,000-\$49,999	26%	51%	16%	3%	3%	238
\$50,000-\$74,999	34%	48%	12%	2%	3%	250
\$75,000-\$149,999	33%	52%	11%	2%	3%	275
\$150,000 or more	39%	47%	10%	2%	2%	49

### Years in Riverside

Up to 5	24%	52%	16%	3%	5%	145
5 to 10 years	23%	59%	11%	3%	4%	92
10-15 years	29%	54%	13%	4%	1%	112
More than 15 yrs.	32%	51%	13%	2%	3%	661

### Have Children

Yes	28%	54%	12%	3%	3%	411
No	31%	51%	14%	2%	3%	573

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Communication with the Public

Overall, how good is the City at keeping you informed of city matters affecting you and your neighborhood?

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know
141	523	213	80	60
14%	51%	21%	8%	6%

1017  
100%

### Zip Codes

92501	24%	55%	18%	4%	0%	51
92503	15%	45%	26%	7%	7%	188
92504	16%	50%	20%	10%	4%	187
92505	8%	51%	19%	13%	8%	106
92506	14%	58%	16%	6%	6%	303
92507	9%	47%	28%	6%	10%	107
92508	15%	49%	25%	8%	1%	71

### Gender

Male	14%	53%	20%	9%	5%	440
Female	14%	51%	21%	7%	7%	559

### Ethnicity

African American	20%	49%	23%	6%	3%	35
Asian/Pacific	14%	42%	19%	17%	8%	36
Native American	17%	50%	17%	17%	0%	18
White	14%	54%	19%	7%	6%	699
Hispanic	16%	47%	26%	7%	5%	159
Other	12%	58%	23%	4%	4%	26

### Age

Up to 34	12%	41%	28%	12%	8%	130
35-44	12%	49%	27%	6%	7%	215
45-59	15%	52%	21%	8%	4%	344
60 & over	14%	57%	15%	7%	6%	318

### Education

Up to high school	14%	50%	21%	7%	8%	181
Some college	11%	52%	24%	7%	6%	308
Two-year degree	20%	51%	19%	8%	1%	146
Bachelor's degree	10%	51%	20%	14%	4%	146
Graduate school	15%	54%	17%	5%	8%	206

### Income

Under \$25,000	16%	55%	15%	4%	10%	89
\$25,000-\$49,999	15%	47%	22%	9%	7%	235
\$50,000-\$74,999	14%	56%	18%	6%	7%	251
\$75,000-\$149,999	12%	52%	25%	8%	3%	275
\$150,000 or more	12%	59%	12%	10%	6%	49

### Years in Riverside

Up to 5	14%	48%	19%	8%	10%	145
5 to 10 years	10%	54%	23%	7%	7%	92
10-15 years	14%	53%	21%	7%	4%	112
More than 15 yrs.	15%	52%	21%	8%	5%	660

### Have Children

Yes	14%	49%	24%	9%	4%	409
No	13%	54%	19%	7%	7%	576

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Communication with the Public

At what location(s) do you have Internet access? (choose one)

**# of surveys  
returned**

Library	Home	Work	Home & Work	Not at all	Don't know	
60	357	66	345	151	30	1009
6%	35%	7%	34%	15%	3%	100%

### Zip Codes

92501	14%	35%	4%	33%	12%	2%	51
92503	9%	37%	8%	30%	15%	1%	185
92504	7%	36%	5%	27%	21%	5%	183
92505	8%	39%	7%	31%	10%	5%	108
92506	3%	35%	7%	37%	16%	3%	302
92507	4%	33%	8%	39%	13%	4%	106
92508	3%	30%	7%	53%	7%	0%	70

### Gender

Male	5%	36%	5%	35%	16%	2%	437
Female	7%	35%	8%	33%	14%	3%	554

### Ethnicity

African American	3%	20%	14%	57%	6%	0%	35
Asian/Pacific	0%	28%	6%	44%	14%	8%	36
Native American	22%	11%	17%	33%	11%	6%	18
White	5%	37%	6%	34%	16%	3%	693
Hispanic	13%	33%	7%	26%	17%	4%	156
Other	0%	46%	0%	42%	12%	0%	26

### Age

Up to 34	9%	35%	8%	38%	9%	2%	127
35-44	6%	35%	7%	46%	4%	1%	214
45-59	5%	34%	8%	47%	6%	1%	344
60 & over	7%	37%	4%	11%	34%	7%	314

### Education

Up to high school	6%	39%	7%	13%	28%	7%	180
Some college	7%	41%	6%	28%	15%	3%	304
Two-year degree	5%	38%	7%	39%	10%	1%	145
Bachelor's degree	3%	32%	7%	46%	12%	0%	147
Graduate school	6%	23%	7%	55%	7%	2%	204

### Income

Under \$25,000	8%	31%	1%	2%	38%	20%	85
\$25,000-\$49,999	12%	33%	8%	21%	23%	3%	235
\$50,000-\$74,999	4%	44%	9%	35%	8%	0%	251
\$75,000-\$149,999	1%	32%	5%	56%	5%	0%	271
\$150,000 or more	6%	14%	12%	65%	2%	0%	49

### Years in Riverside

Up to 5	5%	38%	8%	40%	6%	3%	145
5 to 10 years	3%	32%	8%	45%	11%	1%	91
10-15 years	9%	33%	6%	40%	10%	2%	112
More than 15 yrs.	6%	35%	6%	31%	18%	3%	653

### Have Children

Yes	7%	34%	6%	47%	5%	1%	405
No	5%	37%	7%	26%	21%	4%	572

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Communication with the Public

Please rate the **City of Riverside website's** method of communicating.

**# of surveys  
returned**

Very useful	Somewhat useful	Not very useful	Never useful	Don't know
117	200	49	42	515
13%	22%	5%	5%	56%

923  
100%

### Zip Codes

92501	10%	21%	7%	0%	62%	42
92503	12%	23%	8%	3%	55%	170
92504	15%	20%	4%	6%	55%	163
92505	13%	20%	6%	4%	57%	100
92506	11%	20%	4%	6%	60%	278
92507	16%	21%	6%	2%	55%	101
92508	14%	35%	3%	9%	39%	66

### Gender

Male	12%	23%	7%	6%	52%	398
Female	13%	20%	4%	3%	59%	511

### Ethnicity

African American	30%	21%	6%	3%	39%	33
Asian/Pacific	6%	19%	6%	10%	58%	31
Native American	13%	25%	6%	0%	56%	16
White	11%	22%	5%	4%	59%	636
Hispanic	18%	19%	5%	8%	49%	146
Other	0%	21%	8%	13%	58%	24

### Age

Up to 34	19%	24%	6%	1%	50%	127
35-44	13%	29%	5%	4%	48%	205
45-59	16%	23%	4%	3%	54%	326
60 & over	5%	13%	6%	8%	68%	258

### Education

Up to high school	9%	13%	6%	8%	64%	158
Some college	13%	23%	5%	3%	56%	278
Two-year degree	15%	25%	4%	2%	54%	134
Bachelor's degree	10%	31%	4%	7%	48%	135
Graduate school	16%	19%	6%	4%	56%	196

### Income

Under \$25,000	12%	4%	3%	8%	73%	73
\$25,000-\$49,999	13%	20%	4%	5%	59%	220
\$50,000-\$74,999	10%	24%	5%	3%	57%	230
\$75,000-\$149,999	17%	25%	6%	3%	48%	259
\$150,000 or more	15%	22%	15%	2%	46%	46

### Years in Riverside

Up to 5	18%	32%	6%	1%	43%	136
5 to 10 years	20%	18%	4%	4%	53%	89
10-15 years	18%	20%	4%	6%	53%	102
More than 15 yrs.	9%	20%	5%	5%	60%	590

### Have Children

Yes	17%	27%	5%	3%	48%	394
No	9%	18%	6%	5%	62%	502

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Communication with the Public

Please rate the **cable television government access channel** method of communicating.

**# of surveys  
returned**

	Very useful	Somewhat useful	Not very useful	Never useful	Don't know	
	81	219	63	54	503	920
	9%	24%	7%	6%	55%	100%
<b>Zip Codes</b>						
92501	9%	32%	14%	0%	45%	44
92503	10%	21%	6%	8%	55%	173
92504	10%	28%	6%	6%	50%	164
92505	8%	20%	10%	9%	52%	98
92506	7%	23%	6%	4%	59%	271
92507	11%	19%	4%	4%	62%	101
92508	6%	32%	8%	9%	45%	65
<b>Gender</b>						
Male	10%	24%	7%	8%	51%	397
Female	8%	23%	7%	4%	57%	509
<b>Ethnicity</b>						
African American	19%	26%	6%	3%	45%	31
Asian/Pacific	6%	23%	10%	10%	52%	31
Native American	22%	17%	6%	6%	50%	18
White	7%	23%	7%	5%	57%	631
Hispanic	15%	29%	4%	7%	45%	150
Other	9%	17%	17%	9%	48%	23
<b>Age</b>						
Up to 34	9%	24%	9%	3%	56%	127
35-44	10%	24%	7%	7%	52%	204
45-59	8%	26%	6%	6%	54%	325
60 & over	9%	21%	7%	6%	56%	256
<b>Education</b>						
Up to high school	11%	20%	5%	6%	58%	155
Some college	9%	28%	7%	5%	51%	279
Two-year degree	14%	23%	8%	6%	50%	133
Bachelor's degree	8%	19%	8%	10%	55%	136
Graduate school	4%	23%	7%	6%	61%	196
<b>Income</b>						
Under \$25,000	11%	16%	7%	4%	61%	70
\$25,000-\$49,999	11%	21%	8%	5%	55%	216
\$50,000-\$74,999	8%	23%	7%	4%	57%	230
\$75,000-\$149,999	8%	27%	6%	8%	51%	260
\$150,000 or more	4%	24%	11%	7%	54%	46
<b>Years in Riverside</b>						
Up to 5	9%	24%	9%	4%	53%	137
5 to 10 years	6%	27%	4%	6%	57%	89
10-15 years	10%	23%	8%	8%	52%	102
More than 15 yrs.	9%	23%	6%	6%	55%	586
<b>Have Children</b>						
Yes	10%	27%	8%	6%	49%	407
No	7%	22%	6%	5%	59%	519

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Communication with the Public

Please rate the **Riverside Report/Park & Recreation Guide** method of communicating.

**# of surveys  
returned**

Very useful	Somewhat useful	Not very useful	Never useful	Don't know
226	320	52	28	300
24%	35%	6%	3%	32%

926  
100%

### Zip Codes

92501	33%	47%	5%	0%	16%	43
92503	26%	29%	3%	3%	38%	173
92504	23%	39%	7%	2%	29%	164
92505	23%	29%	7%	3%	39%	101
92506	22%	37%	6%	3%	32%	279
92507	24%	31%	3%	4%	38%	97
92508	34%	35%	5%	6%	20%	65

### Gender

Male	21%	35%	6%	4%	33%	398
Female	27%	34%	5%	2%	31%	515

### Ethnicity

African American	23%	26%	6%	6%	39%	31
Asian/Pacific	13%	38%	13%	9%	28%	32
Native American	29%	35%	0%	0%	35%	17
White	22%	37%	6%	2%	33%	637
Hispanic	39%	28%	4%	5%	25%	152
Other	22%	35%	9%	4%	30%	23

### Age

Up to 34	27%	23%	3%	2%	46%	128
35-44	28%	38%	4%	3%	27%	205
45-59	26%	40%	4%	2%	28%	323
60 & over	19%	31%	10%	4%	36%	263

### Education

Up to high school	24%	29%	5%	4%	38%	160
Some college	24%	33%	5%	2%	36%	280
Two-year degree	29%	36%	5%	2%	29%	133
Bachelor's degree	22%	37%	7%	6%	27%	139
Graduate school	25%	39%	6%	2%	28%	194

### Income

Under \$25,000	22%	25%	5%	5%	42%	76
\$25,000-\$49,999	23%	36%	6%	2%	33%	213
\$50,000-\$74,999	26%	35%	5%	2%	32%	232
\$75,000-\$149,999	27%	35%	6%	3%	28%	263
\$150,000 or more	11%	41%	9%	5%	34%	44

### Years in Riverside

Up to 5	31%	29%	7%	1%	32%	137
5 to 10 years	28%	40%	4%	3%	24%	90
10-15 years	31%	34%	4%	2%	29%	103
More than 15 yrs.	21%	35%	6%	4%	34%	591

### Have Children

Yes	33%	34%	4%	2%	27%	393
No	18%	36%	7%	3%	36%	508

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Communication with the Public

Please rate the **Public Utilities billing stuffers** method of communicating.

**# of surveys  
returned**

Very useful	Somewhat useful	Not very useful	Never useful	Don't know
265	391	82	55	158
28%	41%	9%	6%	17%

951  
100%

### Zip Codes

92501	43%	41%	11%	0%	4%	46
92503	31%	38%	5%	5%	21%	176
92504	27%	45%	10%	7%	13%	168
92505	23%	47%	7%	4%	20%	105
92506	28%	40%	10%	6%	17%	283
92507	26%	40%	11%	5%	18%	102
92508	21%	39%	10%	13%	16%	67

### Gender

Male	24%	43%	11%	6%	16%	407
Female	31%	40%	7%	5%	17%	529

### Ethnicity

African American	39%	29%	3%	10%	19%	31
Asian/Pacific	19%	47%	6%	16%	13%	32
Native American	24%	29%	24%	0%	24%	17
White	27%	43%	10%	5%	15%	660
Hispanic	35%	38%	3%	7%	17%	151
Other	17%	26%	26%	4%	26%	23

### Age

Up to 34	24%	40%	6%	4%	27%	127
35-44	25%	43%	11%	7%	14%	205
45-59	33%	41%	8%	5%	13%	335
60 & over	26%	40%	9%	6%	19%	276

### Education

Up to high school	27%	39%	5%	4%	25%	161
Some college	30%	38%	7%	8%	18%	291
Two-year degree	31%	43%	10%	3%	13%	137
Bachelor's degree	27%	44%	9%	8%	12%	141
Graduate school	25%	44%	14%	4%	13%	198

### Income

Under \$25,000	24%	32%	9%	6%	28%	78
\$25,000-\$49,999	26%	43%	7%	4%	19%	223
\$50,000-\$74,999	32%	43%	8%	4%	13%	237
\$75,000-\$149,999	31%	41%	6%	8%	14%	265
\$150,000 or more	13%	49%	21%	0%	17%	47

### Years in Riverside

Up to 5	32%	39%	9%	5%	14%	139
5 to 10 years	28%	40%	13%	6%	13%	90
10-15 years	28%	40%	8%	8%	17%	105
More than 15 yrs.	27%	42%	8%	6%	17%	611

### Have Children

Yes	31%	43%	7%	5%	15%	394
No	26%	40%	10%	6%	17%	530

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Communication with the Public

Please rate the **City Council Meeting/Committee** method of communicating.

**# of surveys  
returned**

Very useful	Somewhat useful	Not very useful	Never useful	Don't know
77	164	88	45	508
9%	19%	10%	5%	58%

882  
100%

### Zip Codes

92501	23%	26%	12%	0%	40%	43
92503	8%	17%	10%	4%	62%	164
92504	9%	21%	8%	5%	57%	154
92505	5%	17%	8%	6%	63%	98
92506	7%	20%	13%	6%	54%	261
92507	13%	14%	4%	4%	65%	94
92508	8%	15%	14%	8%	55%	65

### Gender

Male	10%	21%	12%	6%	51%	407
Female	8%	17%	9%	4%	63%	529

### Ethnicity

African American	22%	16%	9%	6%	47%	32
Asian/Pacific	3%	19%	13%	6%	59%	32
Native American	19%	25%	0%	6%	50%	16
White	7%	19%	10%	3%	60%	603
Hispanic	16%	18%	7%	9%	51%	141
Other	0%	21%	13%	13%	54%	24

### Age

Up to 34	7%	13%	9%	3%	68%	123
35-44	8%	16%	11%	5%	60%	196
45-59	9%	21%	11%	5%	54%	313
60 & over	10%	21%	8%	6%	56%	243

### Education

Up to high school	11%	13%	8%	6%	62%	146
Some college	8%	18%	7%	5%	63%	263
Two-year degree	13%	20%	6%	6%	57%	127
Bachelor's degree	4%	24%	18%	4%	50%	135
Graduate school	9%	20%	13%	5%	53%	191

### Income

Under \$25,000	12%	12%	4%	7%	65%	68
\$25,000-\$49,999	8%	22%	9%	6%	56%	207
\$50,000-\$74,999	7%	21%	7%	3%	62%	223
\$75,000-\$149,999	9%	18%	14%	5%	54%	250
\$150,000 or more	12%	16%	19%	2%	51%	43

### Years in Riverside

Up to 5	8%	18%	11%	5%	57%	139
5 to 10 years	10%	15%	8%	6%	61%	90
10-15 years	9%	16%	10%	6%	59%	105
More than 15 yrs.	8%	20%	10%	5%	57%	611

### Have Children

Yes	10%	16%	13%	3%	58%	377
No	7%	21%	8%	6%	58%	479



# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## General Quality of Life

How do you think the City is doing in promoting multicultural diversity

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know
72	473	157	45	241
7%	48%	16%	5%	24%

988  
100%

### Zip Codes

92501	6%	63%	12%	2%	16%	49
92503	7%	52%	14%	4%	22%	180
92504	7%	42%	18%	6%	28%	180
92505	9%	38%	20%	4%	29%	106
92506	7%	51%	13%	5%	24%	293
92507	4%	49%	20%	6%	20%	108
92508	15%	41%	13%	1%	29%	68

### Gender

Male	10%	44%	17%	6%	23%	431
Female	5%	51%	15%	4%	25%	540

### Ethnicity

African American	6%	40%	14%	20%	20%	35
Asian/Pacific	14%	44%	14%	8%	19%	36
Native American	11%	33%	22%	11%	22%	18
White	8%	48%	16%	2%	27%	674
Hispanic	6%	58%	15%	4%	17%	159
Other	4%	41%	26%	19%	11%	27

### Age

Up to 34	6%	45%	17%	5%	27%	131
35-44	6%	47%	14%	8%	25%	212
45-59	10%	49%	15%	4%	22%	337
60 & over	5%	48%	18%	2%	26%	299

### Education

Up to high school	7%	44%	16%	5%	29%	177
Some college	6%	46%	17%	5%	26%	300
Two-year degree	8%	45%	17%	6%	24%	141
Bachelor's degree	5%	49%	17%	5%	24%	144
Graduate school	11%	55%	13%	2%	21%	200

### Income

Under \$25,000	7%	48%	15%	1%	28%	85
\$25,000-\$49,999	4%	47%	15%	8%	26%	227
\$50,000-\$74,999	8%	50%	15%	2%	24%	248
\$75,000-\$149,999	9%	49%	16%	4%	21%	271
\$150,000 or more	15%	46%	8%	2%	29%	48

### Years in Riverside

Up to 5	6%	50%	13%	6%	25%	145
5 to 10 years	7%	46%	18%	0%	30%	90
10-15 years	5%	54%	10%	7%	24%	110
More than 15 yrs.	8%	47%	17%	4%	24%	637

### Have Children

Yes	7%	53%	12%	5%	23%	406
No	7%	45%	18%	4%	25%	551

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## General Quality of Life

Overall, how do you rate the City of Riverside's services

**# of surveys  
returned**

Excellent	Good	Fair	Poor	Don't know
137	705	145	19	11
13%	69%	14%	2%	1%

1017  
100%

### Zip Codes

92501	12%	75%	14%	0%	0%
92503	17%	63%	19%	1%	1%
92504	14%	68%	16%	2%	1%
92505	10%	67%	18%	3%	2%
92506	12%	76%	8%	3%	2%
92507	9%	70%	19%	1%	1%
92508	24%	61%	13%	1%	0%

51  
187  
185  
109  
304  
107  
70

### Gender

Male	17%	65%	15%	2%	1%
Female	11%	73%	13%	2%	1%

442  
557

### Ethnicity

African American	9%	74%	14%	3%	0%
Asian/Pacific	11%	54%	27%	5%	3%
Native American	11%	61%	22%	6%	0%
White	15%	71%	11%	1%	1%
Hispanic	14%	67%	17%	1%	1%
Other	7%	63%	22%	7%	0%

35  
37  
18  
697  
161  
27

### Age

Up to 34	16%	61%	22%	1%	0%
35-44	11%	72%	14%	2%	1%
45-59	15%	71%	11%	3%	1%
60 & over	13%	70%	14%	1%	2%

132  
217  
348  
310

### Education

Up to high school	13%	68%	15%	2%	1%
Some college	10%	73%	14%	2%	1%
Two-year degree	21%	65%	12%	1%	1%
Bachelor's degree	10%	71%	16%	2%	1%
Graduate school	16%	68%	13%	1%	1%

181  
304  
150  
149  
206

### Income

Under \$25,000	13%	63%	18%	0%	6%
\$25,000-\$49,999	12%	67%	18%	3%	1%
\$50,000-\$74,999	14%	73%	10%	2%	1%
\$75,000-\$149,999	16%	71%	11%	1%	0%
\$150,000 or more	16%	66%	14%	4%	0%

87  
236  
252  
277  
50

### Years in Riverside

Up to 5	14%	72%	10%	1%	2%
5 to 10 years	13%	72%	13%	1%	1%
10-15 years	12%	73%	12%	4%	0%
More than 15 yrs.	14%	68%	15%	2%	1%

145  
93  
113  
660

### Have Children

Yes	14%	71%	13%	2%	1%
No	13%	69%	15%	2%	1%

412  
574

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## City and Neighborhood Livability

In general, how would you rate the streets in your neighborhood in **cleanliness**?

**# of surveys  
returned**

	Excellent	Good	Fair	Poor	Don't know	Not available/NR	
02/03	143 14%	555 54%	255 25%	70 7%	1 0%	1 0%	1025
	Very Clean	Fairly Clean	Fairly Dirty	Very Dirty	Don't know	Not available	
01/02	167 17%	551 55%	210 21%	72 7%	0 0%	11 1%	1011
00/01	177 21%	537 63%	101 12%	26 3%	0 0%	7 1%	848
99/00	227 19%	743 63%	141 12%	45 4%	2 0%	15 1%	1,173
98/99	193 20%	600 63%	110 11%	39 4%	0 0%	15 2%	957
97/98	199 22%	562 62%	101 11%	41 5%	1 0%	6 1%	910

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## City and Neighborhood Livability

In general, how would you rate the streets in your neighborhood in **street lighting**?

**# of surveys  
returned**

	Excellent	Good	Fair	Poor	Don't know	Not available/NR	
02/03	188 19%	562 56%	179 18%	77 8%	0 0%	6 1%	1012
	Good all over	Mostly good	Many bad spots	Don't know	Don't have street lights	No response	
01/02	182 18%	558 55%	170 17%	77 8%	1 0%	23 2%	1011
00/01	278 33%	470 55%	66 8%	9 1%	14 2%	11 1%	848
99/00	379 32%	613 52%	140 12%	7 1%	14 1%	20 2%	1,173
98/99	284 30%	536 56%	99 10%	5 1%	22 2%	11 1%	957
97/98	273 30%	489 54%	88 10%	4 0%	44 5%	12 1%	910

# Annual Riverside Citizen Survey

2002-2003

*Measuring the Performance of Services*

## City and Neighborhood Livability

Is the garbage (solid waste) collection service your household receives:

**# of surveys  
returned**

	Excellent	Good	Fair	Poor	Don't know	No response	
02/03	446 44%	460 45%	97 9%	19 2%	3 0%	0 0%	1025
01/02	384 38%	480 47%	115 11%	20 2%	4 0%	8 1%	1011
00/01	252 30%	413 49%	122 14%	52 6%	1 0%	8 1%	848
99/00	384 33%	594 51%	135 11%	45 4%	4 0%	11 1%	1,173
98/99	317 33%	476 50%	122 13%	29 3%	0 0%	13 1%	957
97/98	310 34%	456 50%	84 9%	36 4%	7 1%	17 2%	910

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Parks and Recreation

How would you rate the City of Riverside's public park and recreation facilities on **accessibility**?

**# of surveys  
returned**

	Excellent	Good	Fair	Poor	Don't know	No response	
02/03	150 16%	466 51%	97 11%	22 2%	181 20%	0 0%	916
01/02	128 13%	478 47%	101 10%	54 5%	217 21%	33 3%	1011
00/01	129 15%	418 49%	70 8%	25 3%	155 18%	51 6%	848
99/00	148 13%	620 53%	120 10%	18 2%	189 16%	78 7%	1,173
98/99	132 14%	496 52%	81 8%	7 1%	178 19%	63 7%	957
97/98	138 15%	473 52%	67 7%	15 2%	162 18%	55 6%	910

# Annual Riverside Citizen Survey

2002-2003

*Measuring the Performance of Services*

## Parks and Recreation

How would you rate the City of Riverside's public park and recreation facilities on <b>appearance of landscaping?</b>							<u># of surveys returned</u>
	Excellent	Good	Fair	Poor	Don't know	No response	
02/03	137 15%	428 47%	173 19%	23 3%	156 17%	0 0%	917
01/02	109 11%	447 44%	157 16%	43 4%	146 14%	109 11%	1011
00/01	59 7%	412 49%	132 16%	37 4%	161 19%	47 6%	848
99/00	76 6%	565 48%	222 19%	40 3%	199 17%	71 6%	1,173
98/99	73 8%	488 51%	137 14%	26 3%	180 19%	53 6%	957
97/98	62 7%	463 51%	145 16%	20 2%	173 19%	47 5%	910

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Parks and Recreation

How would you rate the City of Riverside's public park and recreation facilities on daytime **safety**?

**# of surveys  
returned**

	Excellent	Good	Fair	Poor	Don't know	No response	
02/03	104 11%	443 48%	117 13%	39 4%	219 24%	0 0%	922
01/02	67 7%	397 39%	139 14%	64 6%	210 21%	134 13%	1011
00/01	35 4%	307 36%	148 17%	83 10%	217 26%	58 7%	848
99/00	46 4%	383 33%	284 24%	104 9%	277 24%	79 7%	1,173
98/99	47 5%	316 33%	209 22%	68 7%	259 27%	58 6%	957
97/98	37 4%	295 32%	194 21%	73 8%	251 28%	60 7%	910



# Annual Riverside Citizen Survey

2002-2003

*Measuring the Performance of Services*

## Parks and Recreation

How would you rate the City of Riverside's public park and recreation facilities on nighttime **safety**?

**# of surveys  
returned**

	Excellent	Good	Fair	Poor	Don't know	No response	
02/03	37 4%	166 18%	143 16%	143 16%	417 46%	0 0%	906
01/02	67 7%	397 39%	139 14%	64 6%	210 21%	134 13%	1011
00/01	35 4%	307 36%	148 17%	83 10%	217 26%	58 7%	848
99/00	46 4%	383 33%	284 24%	104 9%	277 24%	79 7%	1,173
98/99	47 5%	316 33%	209 22%	68 7%	259 27%	58 6%	957
97/98	37 4%	295 32%	194 21%	73 8%	251 28%	60 7%	910

# Annual Riverside Citizen Survey

2002-2003

*Measuring the Performance of Services*

## Library

How would you rate the city libraries **overall**?

**# of surveys  
returned**

	Excellent	Good	Fair	Poor	Don't know	No response	
02/03	167 26%	352 56%	70 11%	13 2%	31 5%	0 0%	633
01/02	137 14%	373 37%	85 8%	18 2%	20 2%	378 37%	1011
00/01	110 13%	397 47%	82 10%	16 2%	171 20%	72 8%	848
99/00	151 13%	568 48%	124 11%	27 2%	184 16%	119 10%	1,173
98/99	118 12%	478 50%	89 9%	17 2%	162 17%	93 10%	957
97/98	114 13%	434 48%	109 12%	21 2%	136 15%	96 11%	910

# Annual Riverside Citizen Survey

2002-2003

*Measuring the Performance of Services*

## Public Safety

How safe do you feel in your neighborhood during the **day**?

**# of surveys  
returned**

	Excellent	Good	Fair	Poor	Don't know	No response	
02/03	374 36%	560 55%	75 7%	15 1%	2 0%	0 0%	1026
	Very Safe	Reasonably safe	Somewhat safe	Very unsafe	Don't know	No response	
01/02	391 39%	511 51%	79 8%	14 1%	5 0%	11 1%	1011
00/01	344 41%	441 52%	47 6%	7 1%	1 0%	8 1%	848
99/00	464 40%	587 50%	99 8%	13 1%	1 0%	9 1%	1,173
98/99	366 38%	490 51%	83 9%	8 1%	3 0%	7 1%	957
97/98	330 36%	487 54%	81 9%	7 1%	1 0%	4 0%	910

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Public Safety

How safe do you feel in your neighborhood during the **night**?

**# of surveys  
returned**

	Excellent	Good	Fair	Poor	Don't know	No response	
02/03	198 19%	521 51%	208 20%	78 8%	12 1%	0 0%	1017
	Very Safe	Reasonably safe	Somewhat safe	Very unsafe	Don't know	No response	
01/02	195 19%	508 50%	211 21%	69 7%	10 1%	18 2%	1011
00/01	156 18%	500 59%	152 18%	27 3%	4 0%	9 1%	848
99/00	208 18%	602 51%	277 24%	70 6%	9 1%	7 1%	1,173
98/99	120 13%	534 56%	243 25%	49 5%	5 1%	6 1%	957
97/98	129 14%	474 52%	244 27%	53 6%	5 1%	5 1%	910

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Public Safety

How safe do you feel in the City of Riverside's downtown business area during the **day**?

**# of surveys  
returned**

	Excellent	Good	Fair	Poor	Don't know	No response	
02/03	175 17%	599 59%	125 12%	20 2%	104 10%	0 0%	1023
	Very Safe	Reasonably safe	Somewhat safe	Very unsafe	Don't know	No response	
01/02	173 17%	560 55%	136 13%	23 2%	97 10%	22 2%	1011
00/01	203 24%	479 56%	59 7%	14 2%	86 10%	7 1%	848
99/00	223 19%	626 53%	201 17%	33 3%	81 7%	9 1%	1,173
98/99	168 18%	493 52%	193 20%	17 2%	77 8%	9 1%	957
97/98	138 15%	510 56%	162 18%	23 3%	73 8%	4 0%	910

# Annual Riverside Citizen Survey

2002-2003

*Measuring the Performance of Services*

## Public Safety

How safe do you feel in the City of Riverside's downtown business area during the **night**?

**# of surveys  
returned**

	Excellent	Good	Fair	Poor	Don't know	No response	
02/03	31 3%	249 25%	323 32%	182 18%	226 22%	0 0%	1011
	Very Safe	Reasonably safe	Somewhat safe	Very unsafe	Don't know	No response	
01/02	18 2%	226 22%	319 32%	222 22%	187 18%	39 4%	1011
00/01	29 3%	267 31%	231 27%	103 12%	207 24%	11 1%	848
99/00	24 2%	198 17%	436 37%	299 25%	203 17%	13 1%	1,173
98/99	10 1%	155 16%	327 34%	247 26%	207 22%	11 1%	957
97/98	11 1%	135 15%	331 36%	242 27%	183 20%	8 1%	910

# Annual Riverside Citizen Survey

2002-2003

*Measuring the Performance of Services*

## Public Safety

How would you rate the overall quality of service you received from the Police Department?

**# of surveys  
returned**

	Excellent	Good	Fair	Poor	Don't know	No response	
02/03	207 21%	439 44%	106 11%	54 5%	190 19%	0 0%	996
01/02	223 22%	412 41%	115 11%	54 5%	168 17%	39 4%	1011
00/01	115 14%	402 47%	105 12%	25 3%	173 20%	28 3%	848
99/00	149 13%	562 48%	164 14%	51 4%	200 17%	47 4%	1,173
98/99	155 16%	562 59%	133 14%	19 2%	0 0%	88 9%	957
97/98	160 18%	537 59%	110 12%	18 2%	0 0%	85 9%	910

# Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Services

## Public Safety

How safe do you feel from fire in your neighborhood?

**# of surveys  
returned**

	Very safe	Safe	Fair	Poor	Don't know	No response	
02/03	298 29%	530 52%	134 13%	25 2%	30 3%	0 0%	1017
	Very safe	Reasonably Safe	Somewhat Safe	Very Unsafe	Don't know	No response	
01/02	319 32%	513 51%	119 12%	25 2%	24 2%	11 1%	1011
00/01	294 35%	434 51%	71 8%	19 2%	13 2%	17 2%	848
99/00	360 31%	637 54%	105 9%	24 2%	21 2%	26 2%	1,173
98/99	286 30%	523 55%	85 9%	17 2%	12 1%	34 4%	957
97/98	279 31%	526 58%	69 8%	12 1%	17 2%	7 1%	910



# Annual Riverside Citizen Survey

2002-2003

*Measuring the Performance of Services*

## General Quality of Life

Overall, how do you rate the City of Riverside's services

**# of surveys  
returned**

	Excellent	Good	Fair	Poor	Don't know	No response	
02/03	137 13%	705 69%	145 14%	19 2%	11 1%	0 0%	1017
01/02	145 14%	654 65%	154 15%	15 1%	14 1%	29 3%	1011
00/01	97 11%	584 69%	120 14%	10 1%	11 1%	26 3%	848
99/00	112 10%	789 67%	208 18%	20 2%	18 2%	26 2%	1,173